

# Job description: Client support manager

## Overview

This integral role is to work with our clients and assist our team, supporting ongoing relationships and delivering digital projects for some of the UK's most significant (and fun) cultural sector clients.

You'll need to be both systematic and pragmatic, a tenacious completer who can work across multiple long-term assignments, and calmly pick up short-term tasks as they drop in.

You'll need to be able to navigate between multiple communication channels to quickly triage and respond to client requests and situations in a timely manner.

You'll be responding to requests, actively suggesting improvements, trouble-shooting problems, setting up analytics, managing and interpreting data, negotiating budgets, checking-in with developers and designers, updating clients and much more.

It's a hugely rewarding role, helping arts organisations to inspire their audiences. You'll be tackling different tasks and learning new skills, every day.

You'll be a key part of a generous, supportive and ambitious team led by our Head of Client Services.

We work in the exciting overlap between the arts and technology so you'll get even more out of the role if you have interest (and possibly experience) in both.

## Headline details

### Salary: around £28K – £32K

We're genuinely open to a discussion if you feel you are worth more, or if you feel you'd need to work up to this level.

### Leave

33 days (including Xmas and bank holidays) increasing after you've been here two years.

Plus the option to buy or sell up to five days each calendar year.

### Hybrid working

Studio-based on Mon – Wed (and Thu/Fri if you'd like or if needed) plus some client meetings.

### Flexible hours

Flexibility around core hours: 10am – 4pm to allow for school runs and relaxed evenings.

## Additional things that mark us out:

- We have a proven record meeting the highest standards of social and environmental impact
- You'll always be treated with respect and empathy. You'll work with your manager to keep learning in ways that suit you
- Funded monthly cultural outing with the team – in person (sometimes remote)
- Monthly breakfast briefings with leading figures from the sector
- Regular training sessions delivered by team members and guests
- Membership of the Arts Marketing Association with access to online resources
- Annual team discussion days – where we celebrate the past and play an active part in planning your future
- Occasional team dinners
- Recruitment referral bonus
- Cycle to work scheme
- Travelcard loans (interest free)
- Free tickets and opportunities to attend shows and client events
- A well stocked kitchen with cupboards full of fancy teas, coffee and biscuits
- The world's best portfolio of the nicest arts clients

## How to apply: write (don't send a CV)

We want to know about you not where you lived or went to school.

Write to us about why you'd be the ideal fit for our team – a page of A4 should be enough.

Include examples of why you will be the perfect fit and why you'd be interested in working here.

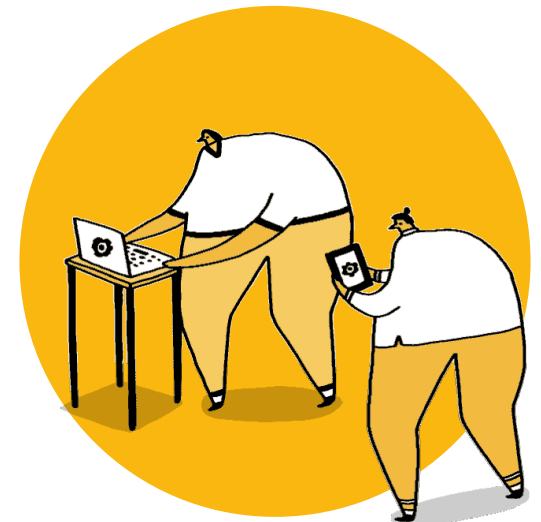
### Apply by: 11am, Monday 16th February

Note: we will be assessing applications as they come in.

Email [opportunity@cogdesign.com](mailto:opportunity@cogdesign.com)

We've got work to get on with straight away. But we'll wait for the right person.

Initial interviews will be online. We will ask for your CV then, and may conduct second round interviews in person at our studio.



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## Liaising with clients

- Being the regular contact and liaison point for many of our regular 'retainer' clients
- Building a professional working relationship with those clients
- Describing complex ideas with the confidence of jargon-free language
- Responding to enquiries, understanding needs and providing reasoned responses – options, action plans, budgets and timelines (arrived at through experience and discussions with our team)
- Suggesting, assisting in scoping and mapping out requirements of new projects
- Being a hands-on do-er in areas such as snagging, testing and content entry
- Methodically problem solving issues and debugging website issues
- Using and interpreting Google Analytics data
- Setting up basic event tracking on Google Tag Manager
- Proactively looking for ways we can improve the ongoing working relationships we have with our clients

## Liaising with the team

- Liaising with the rest of the team to take action and ensure it is followed through at the standards we demand; providing or overseeing quality control before work is sent to clients
- Encouraging dialogue between developers and designers to ensure a clear shared understanding
- Providing a client perspective in ways that chime with our designers and developers
- Identifying opportunities and problem areas early so we can address them
- Looking out for areas of best practice and technical skills that we can adopt; liaising with others and make that happen

## An active team member

- Being an enthusiastic advocate of our approach, ethos and culture
- Maintaining and improving our systems: accurately recording time, following admin procedures, swiftly responding to requests from colleagues
- Working closely with your line-manager: actively engaging in your personal development and supporting the development of others
- Recognising the diversity of the individuals within our team and making useful accommodations

## Qualities and knowledge required

We're looking for someone who can show us they'd be a great addition to our team. That probably means they can demonstrate the following:

- Highly organised tenacious completer, with a methodical approach and a meticulous eye for detail
- A multi-tasker who is happy working concurrently on multiple projects with multiple clients across multiple platforms
- Basic understanding of Google Analytics and Tag Manager (we will provide training to get you fully up to speed)
- Some working knowledge of content management systems such as WordPress
- A team player with a desire to constantly improve, and to help others do the same
- Enthusiasm for the sector we work in and empathy for the needs of our arts-based clients, perhaps through experience, working in an arts organisation

## Would be great if...

These aren't essential to you getting the role, but would be an added bonus:

- Knowledge around SEO and content
- Experience working in the arts and/or working in a design agency
- Knowledge of email platforms: Mailchimp, Dotmailer or Campaign Monitor
- Experience working with the technical integration of third-party systems, such as ticketing systems
- Understanding of web accessibility standards and why they are essential

