

Junior Account Manager

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Company: Cold Banana

Location: United Kingdom

Category: other-general

Cold Banana are a .net agency. Our vision is to be one of the best .Net agencies in the South, building in-depth solutions for our clients to make it a better experience for their customers.

Who are Cold Banana?

We are an award winning company, with over 20 staff, who want to develop great technology for us all to use. Our work involves charities, financial institutions and the public services. We are proud to be part of the evolution of what we use on a daily basis online for the better. We're a company that truly values our employees - you're our most valuable asset!

We are looking for a customer-focused and organised individual to allocate, manage and co-ordinate the agency workflow through Design, Development and Quality Assurance, to join our team of technical software professionals all looking to make a difference to the client experience.

The role requires someone with strong communication and organisational skills, to help ensure work is allocated correctly, delivered on time and within budget. You will be joining a vibrant, small, but well-formed team, and will have the opportunity to develop those skills.

Although previous experience is preferable, it is not mandatory. We are open to all

candidates interested in this position!

Your tasks will include:

Manage the studio resource schedule on a daily basis and work closely with the client service manager to deal with client requests.

Ensure the smooth and effective planning of all resources, managing the day-to-day requirements and questions.

Ad hoc check in's with the teams to check on project progress.

Share weekly and ad hoc reports on the resource status to the MD.

Manage ad-hoc/emergency requests.

Managing PM software

Make it your business to know what anyone is doing at any given time. You'll be reporting to the MD, as well as working very closely with him on the agencies resource management processes.

Preferable skills (though not mandatory) to have:

Experience in a project or resource management position, ideally within an agency

Ambitious and ready to hit the ground running

Ability to manage internal teams, ensuring projects are delivered to a first-class standard and within the outlined timeframe

Experience in managing complex or challenging projects, identifying any potential problems before they occur

Excellent understanding of digital

Passionate, curious & able to build strong relationships

The ability to work within a busy and demanding environment whilst being flexible, especially when a project needs to be completed 'out of hours'

Demonstrate the use of initiative and to work well unsupervised. Enjoy developing the ways of working and processes within the agency. We're always looking to improve, so an eye on what can we change for the better is always needed.

Experience with Jira - or similar, Smartsheet and Trello

Experience with Productive an advantage, however full training will be provided

What can we offer you

A competitive salary based on your experience

Long term progression plan

28 days holiday (this includes bank holidays)

Additional day holiday for every year you are with us

Annual profit based bonus

Regular team socials

Bike to work Scheme

Tech Scheme

Occupational Sick Pay

Early Friday Finish

Free Friday breakfast

Pension Scheme

Continued personal development

Relaxed office environment

Please apply with CV, covering letter and salary expectations.

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