

Client Services Manager/Research Manager: BrandIndex

Location: 50 Featherstone Street, EC1Y 8RT, Central London
Reports To: BrandIndex UK Director
Hours: Full Time (37.5hrs)

Overall Objective

- To focus on BrandIndex account retention achieving a targeted renewal rate for your personal accounts (approximately 30 accounts)

Key responsibilities

- To deliver renewal targets as agreed by BrandIndex UK Director
- To co-ordinate and manage different deliverables for clients
- To liaise effectively with clients and collaborators and be the main contact for day-to-day aspects of a client's account
- To ensure all clients receive a training session upon subscription/trial and are regularly contacted. Pro-actively reaching out to clients.
- To be commercially focused at all times, proactive in seeking out revenue opportunities from the existing client base
- To advise clients on best solutions to their projects which generate growth for BrandIndex/YouGov with support from BrandIndex UK Director
- To deal with speculative enquiries with a commercial focus to promote revenue opportunities
- To design and implement strategies to help grow revenue from existing clients
- Maintaining, servicing and taking personal responsibility for an existing client base, and to manage key client relationships with limited supervision
- Become an expert about subject and product knowledge to ensure the BrandIndex department operates to a high standard
- Good standard of knowledge of product and research matters gained through engagement with the industry or sector and the monitoring of news, developments, information, journals, magazines etc.
- Produce a report or presentations that provide real value for clients
- To respond to client research objectives and to deliver the work (with support as required from the
- To support the BrandIndex UK Director and take responsibility for promoting BrandIndex both internally and externally

Skills required

- Excellent interpersonal skills
- Strong initiative, negotiation and influencing skills
- Problem solving, analytical and numerical skills
- Proactive account management
- Developing understanding of business/marketplace
- Commercial acumen

- Ability to deliver results, meet deadlines and manage time effectively
- Excellent client focus and handling skills
- Excellent PowerPoint skills

To apply, please send your CV and cover letter to vacancies@yougov.com