

Position: Account Fundraising Manager

Responsible to: Head of Events

Role: We are looking for a passionate Account Manager who will partner with and ensure the long-term success of our customers. You will be responsible for developing long-term relationships with your portfolio of assigned clients. You will liaise between clients and cross-functional internal teams to ensure the timely and successful delivery of our auctions according to customer needs. You will also be responsible for running small events and attending other events as required.

Experience/Abilities:

- Minimum of 2 years' experience in the charity sector or account management
- Knowledge in Event Management
- Understanding of the charity sector
- Good verbal communication skills and the ability to deal with difficult enquiries
- Excellent time management skills including the ability to work to tight deadlines
- Ability to work without supervision and schedule own workload
- Highly competent in written and spoken English
- Proven account management or other relevant experience
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation and presentation skills

The roles and responsibilities will include, but not necessarily be limited to:

- Developing and maintaining good working relationships with clients, primarily charities and event companies
- Liaising with clients to ascertain their precise event requirements
- Producing detailed proposals for events (e.g. auction event list, timelines, venues, suppliers, staffing)
- Fundraising Manager for silent and live auctions at events
- Identifying and securing speakers or special guests
- Handling client queries and troubleshooting on the day of the event to ensure that all runs smoothly
- In charge of delivering good customer care service post event by responding swiftly to queries and concerns from clients
- Ensuring insurance, legal, health and safety obligations are adhered to
- Creating auction brochures for events
- Operate as the lead point of contact for any and all matters specific to your clients
- Build and maintain strong, long-lasting customer relationships
- Develop a trusted advisor relationship with key customer stakeholders

Required skills

- Fluency in English (spoken and written)
- Experience of managing client accounts
- Experience in running events
- High level of computer skills including word processing and design (Adobe Photoshop)
- Flexible/adaptable
- Able to use initiative
- Ability to work in a team/work independently
- Excellent interpersonal skills
- Confidentiality

Other

- Evening and weekend work required
- Full clean driving license