



JOB DESCRIPTION: ACCOUNT MANAGER – Travel PR & Marketing Company

Reporting To: Managing Director

Main Role:

Proactive implementation of clients' agreed programme of work.

Client service.

Liaison with Chinese subcontractors/partners to actively promote the interests of clients.

Role reports to Managing Director who will provide assistance with strategic issues.

TASKS	PERFORMANCE CRITERIA
1. Account Management	<ul style="list-style-type: none"> • Day-to-day communication with clients to ensure smooth running of the account and open lines of communication. • Development and presentation of annual programme of work and necessary budgetary support documentation. • Continuous development and updating of personal knowledge of clients' product and internal policies. • Ensuring the execution of agreed programmes and of work within contracted hours. • Ensuring that expenditure is tracked and budgets monitored and managed. • Ensuring that expenses are charged back to clients correctly and clients' financial policies are followed. • Writing up case studies on major projects. • Monthly client reports
2. Account Handling	<ul style="list-style-type: none"> • Dealing with enquiries from CTO's Chinese subcontractors in Beijing • Assisting the Beijing team with stories and itinerary ideas for their Chinese media and trade targets. • Researching angles and writing press releases and other communication pieces such as blogs and/or presentations for submission for translation. • Proposing new projects to clients and working on renewals of existing business.
3. Fam Trips	<ul style="list-style-type: none"> • Organising fam trips for Chinese media and Key Opinion Leaders/bloggers • Creating exciting itineraries and managing budgets for trips • Liaison with partners at airlines, tourist boards, hotels, restaurants and transport operators.

Candidate Requirements – Skills and Competencies

- Educated to degree level or equivalent
- Interested in learning about the Chinese market and constantly changing Chinese media
- At least two years' experience of Account handling, either at Account Executive or Account Management level, or the equivalent in-house experience.
- Experience of working within the Travel or Tourism Industries advantageous.
- Experience of the Chinese travel market would be an advantage but not essential. Training will be given. Spoken Chinese is not a requirement of this role.
- Excellent written English. A second language would also be an advantage.
- Excellent communications skills and the ability to build relationships across cultures.
- Highly organised and efficient with superb administration skills
- Must be willing to work in a small team and 'muck in' when required.
- A flexible and entrepreneurial attitude with a willingness to work across a number of different projects simultaneously
- IT literate, including skills in Excel and Powerpoint.

This role may involve some travel during events, exhibitions and for fam trips and meetings, and very occasional evening work to attend events for which lieu time will be given. However the role is primarily office-based.

The Company

China Travel Outbound is an award-winning sales and marketing agency which promotes global travel and tourism brands to the Chinese.

The Chinese market is the largest travel market in the world, and visitors to the UK alone have recently increased year on year by 40%. The opportunity for UK and global brands presented by this huge, affluent travel market is enormous, and China Travel Outbound has been set up to make it easy for hotels, destinations, museums and attractions brands to promote themselves to Chinese tourists.

We have offices in Brighton and in Beijing and our clients include the Royal Museums Greenwich, The Roman Baths, VisitBrighton, Destination Bristol, English Heritage, London North Eastern Railway and a number of global hotel brands. The business is young, and growing rapidly, so we need a flexible team of people willing to grow with it.

We work from an office in central Brighton with a positive, friendly atmosphere built around customer service and being the best we can be for our clients, our colleagues, and the future of the business.

The role

This role is fundamental to the success of China Travel Outbound. You will need a desire and an appetite to drive the success of the business too, helping out with any tasks or new roles which become relevant.

This is a fast moving, exciting environment, with a great deal of change going on every week, and a flexible and committed attitude is vital. In return, and as part of a small team, you will have a great deal of responsibility, learn a lot, and play a key role in shaping the future of China Travel Outbound.

Hours

Start date: 01 April 2019 (TBC)

This role is 35 hours a week. Monday to Friday. We are willing to consider flexible working requests, provided clients' needs are prioritised and would ask that you state any requests during the application process.

Salary : £25-£26, 000 plus company pension scheme