

Job Description: Junior Account Manager

November 2023

Are you passionate about changing your little corner of the world?

Are you uber organised, insanely detail orientated and love colour coded folders?

Can you motivate even on a Monday morning!

In other words, could you be the Leslie Knope of Ask Direct?

If you've answered yes to the above – we have the role for you!



We are looking to recruit an uber organised Junior Account Manager with a passion for the not-for-profit sector to join our team.

This is your opportunity to join a high energy agency, work with some of the best charities in Ireland... and help to change the world just a little bit.

The Junior Account Manager supports the work of the client account teams, acting as a day-to-day contact for clients and leading on client account and team co-ordination, as well as supporting the execution of campaign creative and production.

We help some of the most important organisations in the country to raise the money they need to continue their astonishing work. Which means hard work and high standards in everything we do. But we reward people who put the effort in and achieve successful outcomes.

Conditions of Employment

Contract: Permanent, subject to performance. A probation period of six months will apply, which may be extended upon review.

An attractive salary commensurate with experience and in the range €26,000 to €34,000 will be offered to the successful candidate, depending on experience specific to this role.

Hours of work: 35 hours per week. As work is deadline-driven you will need to be flexible and can expect that there may be some evening and weekend work.

We offer a highly flexible working environment, with employees able to choose to work primarily from home or the office. However, you will be expected to attend regular in person meetings, client presentations etc., as required.

We strive to be a family-friendly workplace. We are happy to consider flexible working arrangements.

Ask Direct has been Silver accredited by Investors in People for high performance in people management.

Some of the Key Benefits for you:

- Highly flexible working arrangements, either remote or office-based
- 27 days holidays plus Good Friday & Christmas Eve
- Pension scheme with employer contributions
- Paid sick leave
- Confidential independent staff counselling and coaching service
- Annual bonus scheme
- A supportive learning environment and paid-for professional development
- The opportunity to work with a wide range of clients on exciting campaigns

Job Description

Role:	Junior Account Manager
Reports to:	Account Director
Closing date:	Thursday 07 December 2023 @ 12noon
Interview date:	Monday 11 December 2023

Purpose:

The Junior Account Manager is responsible for the day-to-day co-ordination of key client accounts and supports the execution of successful fundraising campaigns.

Responsibilities:

1. Client Servicing

- Develop and maintain relationships with clients and act as a day-to-day point of contact for clients as required.
- Provide clients with surprise and delight!

2. Account Administration

- Prepare and maintain project and campaign schedules.
- Ensure the delivery of client work on schedule.
- Participate in client meetings.
- Draft and deliver regular status and meeting contact reports.
- Ensure all account administration is up-to-date and fully available at all times.

3. Campaign Administration

- Conduct briefing interviews.
- Source photos, videos and carry out background research.
- Attend photo and video shoots.
- Participate in client presentations.
- Execute client email and telephone campaigns.
- Liaise with creative, insight and account teams to manage client creative feedback.

4. Leadership & Support

- Provide support and feedback for colleagues.
- Contribute to the creation of a positive working environment and a stimulating and harmonious workplace.

5. Learning & Development

- Take personal responsibility for own professional development.

6. Supporting Ask Direct's Values

- Approach all aspects of your work with passion and commitment.
- Consistently take a results-driven approach, both to clients' objectives, and our own.
- Carry out your work at all times with integrity and honesty.
- Continually strive to improve your knowledge and skills.
- Adopt an entrepreneurial mind-set, seeking opportunities for Ask Direct and our clients.

7. General

- Support the work of the Account Manager and Ask Direct team where appropriate.
- Carry out whatever other agreed tasks may be deemed necessary.

Person Specifications

Ask Direct is a small, dynamic company. The good news is that this means there'll be plenty of opportunities to learn and develop new skills. On the other hand, you'll need to be flexible and you'll be expected to get stuck in and do whatever tasks are required to ensure that projects are completed on time and to the highest levels of quality.

We don't need you to have tons of fundraising experience but you must have an interest in fundraising, account management and marketing. All candidates must be fluent in English, be computer-literate with excellent written and numerical skills, and be comfortable presenting and working with data.

Experience in an agency, consultancy or client servicing role with transferable skills would be a distinct advantage.

The following attributes are essential:

- You're self-aware and have excellent interpersonal skills
- You excel at communication – in person, online, over the phone, via email and across teams
- You deliver excellent client/customer experiences
- You thrive under pressure (and love a deadline)
- You're a great multitasker
- You're a problem solver
- You have impeccable attention to detail
- You have strong time management
- You are exceptionally organised
- You have a passion for the not-for-profit sector and want to change something about the world for the better!
- You're self-motivated and willing to take ownership of your work and responsibilities

Application Process

Please read the application instructions carefully.

To apply, please send a CV to Inga Byrne, inga@askdirect.ie together with a letter of application outlining:

- Why you'd like to work for Ask Direct,
- Why the Junior Account Manager role appeals to you and
- How you'd contribute to the company.

We're looking for creative candidates, who want to work for Ask Direct, and are right for this role - so no generic cover letters where you copy and paste the name of the company!

The title of the role should appear in the subject line of the email along with your name, and both your CV and letter should be an attachment to the email in PDF format.

Applications close on Thursday 07 December 2023 @ 12noon.

Interviews will be held on Monday 11 December 2023.

About Ask Direct

Ask Direct is Ireland's leading individual giving fundraising and direct marketing agency. For the last 18 years, we have been helping some of Ireland's best and most dynamic non-profits to recruit tens of thousands of new supporters and raise millions of euro.

Our job is to inspire as many people as possible to take action for the causes they care about, because we'll only get a better world if people give their time, money and voice to build it.

We work with organisations on insight, ideas and execution that result in more people, taking more actions to create more impact.

We build successful and profitable relationships with clients by hiring only the best people to deliver the best expertise.

Among our current and recent clients include, Arthritis Ireland, Barnardos, Cork Simon Community, Dogs Trust, Educate Together, Friends of the Earth, Galway Simon, GOAL, Irish Council for Civil Liberties, Irish Environmental Network, Irish Guide Dogs for the Blind, Irish Heart Foundation, Jigsaw, LauraLynn, The Mater Foundation, National Women's Council of Ireland, One in Four, South East Simon, Threshold and Trócaire.

Frequently Ask Questions

What would my salary be?

The salary scale is €26,000 to €34,000. The salary offer will be based on your experience of this specific role. If you fit all of the criteria in the job description, have all the essential and desired attributes, and can hit the ground running, you would be made an offer at the higher end of the scale. If this is your first fundraising role, you've no direct marketing experience, and tick the box on some but not all of the attributes, you'd be offered a salary on the lower end of the scale.

What does a typical day look like?

One of the most asked questions and unfortunately the one we can't answer. No two days in Ask Direct are the same. You will be working on multiple clients, doing multiple campaigns and projects every day. You'll find every day different. But you can expect to be working on client management, scheduling, data, production, quality control and supplier management as an absolute minimum. You'll attend internal and client meetings, work with creatives, execute email and social campaigns. And you'll be the one keeping everyone on schedule, on brief and on budget!

What are the progression opportunities?

If you look across our team, you'll see many staff who started out in other roles, each who carved out and grew in the areas where their skill sets were best placed. We've staff who've progressed to roles in creative, digital, research and management. No two development paths are the same. Ask Direct rewards hard work and dedication. If you are a s**t hot Junior Account Manager bringing your A-game consistently, there is no reason you won't continue to grow and flourish.

How often will I be expected to be available in-person?

So, while we've adopted a flexible hybrid work model, our clients are our priority. A lot of our in-person meetings are led by their wants and needs. These are ad hoc and infrequent at the moment, but have become more regular in recent months. The expectation is that you will be available for these as required. You may also agree some additional face to face time with your team, especially in the beginning when everyone and everything is new. And we have full team meetings in person in our Temple Bar office at least once a month – but there is always lunch and drinks so it's worth the travel!

What's the best thing about working in Ask Direct?

Some will say the people – we're a close team who support and rely on each other. Some will say the flexibility in the way we work, which allows for family, babies, doggos and a better work life balance. Some will say it's the hectic pace and variety. No two days are the same. The one thing we all agree on is that we're making Ireland a better place to live, and that we're doing life-saving and life-changing work that needs doing. And we're doing this with a number of dynamic charities – and that feels pretty amazing.

Got another burning question not covered above? Drop me a line at inga@askdirect.ie and I'd be happy to answer.

"No one achieves anything alone. So, let's embark on this journey together. Let's break out a map. Not the old, out-of-date one that shows where we've been, but the new, crisp one that shows where we might go. Let's embark on a new journey together and see where it takes us."

Leslie Knope