



WE NEED YOU

WE'RE LOOKING FOR A ACCOUNT MANAGER

LOCATION:

Hybrid - London

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY/DAY RATE/GRADE:

£32,000 - £39,000 per annum

OTHER BENEFITS:

Competitive Reward Scheme Bonus, Life Assurance, Discount portal, Aviva Pension, corporate Discounts, Company Sick Pay

CONTACT TYPE:

Permanent

REPORTING IN TO:

Operations Director



WE'RE LOOKING FOR SOMEONE WHO CAN CONNECT CLIENTS WITH SEAMLESS PROJECT DELIVERY.

We're looking for someone who can build lasting client relationships while delivering exceptional, projects from concept through to completion.

As our Account Manager, you'll take ownership of client accounts, leading projects from initial brief through to post-event evaluation. You'll combine excellent relationship management with strategic project oversight, ensuring campaigns are delivered seamlessly, on time and within budget. Working closely with clients and internal teams, you'll identify opportunities for growth, coordinate successful project delivery and ensure every activation reflects Kru Live's high standards. This role offers the opportunity to lead exciting campaigns, develop long-term partnerships and play a key role in the continued growth of Kru Live.

Kru Live is a global live engagement agency, renowned for delivering outstanding brand experiences through exceptional staffing and flawless project execution. Our collaborative approach, attention to detail and commitment to excellence ensure every client experience exceeds expectations.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

CLIENT DEVELOPMENT & RELATIONSHIP MANAGEMENT

- Build and maintain strong relationships across multiple client accounts.
- Identify opportunities to grow accounts and add value.
- Conduct regular client reviews and maintain accurate CRM records.
- Support networking, referrals and wider business development opportunities.

CLIENT SERVICING & PROJECT DELIVERY

- Lead client projects from enquiry through to post-event evaluation.
- Develop proposals aligned with client objectives and budgets.
- Coordinate internal teams to ensure projects are delivered on time and within budget.
- Produce post-event reports and recommendations.
- Utilise Kru systems including Staffwise, Monday and Chase.

FINANCIAL MANAGEMENT

- Follow Kru Live's Financial Ways of Working.
- Manage project budgets, forecasts and project costs.
- Process project payroll accurately.
- Secure client approvals and provide financial updates.

SHAPING THE FUTURE OF BRAND EXPERIENCE



WAYS OF WORKING

- Uphold Kru Live Ways of Working and foster positive, collaborative relationships with clients, colleagues and stakeholders.
- Work proactively, positively and professionally across multiple departments. Demonstrate ownership, commercial awareness and problem-solving to ensure exceptional project delivery

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

We're looking for someone who is proactive, organised, and thrives in a fast-paced, client focused environment. You're commercially minded, highly organised and confident managing multiple projects while building strong relationships with clients and colleagues alike. You're someone who takes ownership, pays attention to detail, and enjoys turning plans into flawless live experiences.

- Strong client relationship and account management skills
- Excellent project planning and organisational abilities
- Commercial awareness with experience managing budgets
- Confident communicator with outstanding stakeholder management skills
- Collaborative leader who enjoys mentoring others
- Excellent attention to detail and commitment to quality
- Proactive, resilient and solutions-focused
- Experience using Staffwise, Surveywise and Datawise is beneficial, but not essential

OUR VALUES

- **Meticulous** – Our attention to detail ensures flawless execution
- **Innovative** – We embrace fresh ideas and creative solutions to stay ahead in our industry
- **Ambitious** – We strive for excellence, always pushing ourselves and our work to the next level
- **Dedicated** – Our passion and commitment to our clients and staff drive everything we do
- **Trustworthy** – We build strong relationships by acting with integrity and always delivering on our promises
- **Fearless** – We welcome challenges that others avoid, pushing boundaries to achieve outstanding results.
- **People-Centric** - Our people are at the heart of everything we do, ensuring exceptional experiences for both clients and staff

SHAPING THE FUTURE OF BRAND EXPERIENCE