

# Senior Account Manager

Location: Bristol/Hybrid

Salary: £38,000–£42,000 FTC

Dull doesn't cut it here. We craft bold, original social content and campaigns for high-profile global clients, and we need someone who matches that energy.

As our new Senior Account Manager, you'll own the rhythm of campaigns from brief to delivery: the trusted voice your clients lean on and the strategic engine your delivery teams rely on, working closely on a new key global account.

You'll work closely with our Managing Director and Social Director, report into the Social Director, and help shape the next chapter of Hurricane Social.

This role involves international travel, supporting our global client partnerships face-to-face when it matters most. This isn't an everyday project, or everyday brand - this is a subject matter that is important to everyone.

## What You'll Do

### Client Leadership & Growth

- Act as the primary day-to-day contact for our key global client; present, proactive, and solutions-first in every communication.
- Build genuine strategic partnerships anchored in client goals and long-term growth, not just delivery.
- Translate social activity, performance, and risk into clear, confident narratives for clients and internal teams.
- Spot and articulate opportunities to expand campaigns, introduce new services, or deepen the partnership.
- Drive retention through excellence in delivery, anticipation of client needs, and trusted counsel.
- Own budgets, scopes, and timelines, keeping projects on track from first idea to final sign-off, working closely with our accounts team.
- Represent Hurricane Social at client sites and events internationally when required, building strong in-person relationships with global stakeholders.

### Campaign Strategy & Delivery

- Collaborate seamlessly across **social, content, influencer, production, and paid teams** to bring ideas to life.

- Manage campaign timelines, scopes, briefs, and approvals with precision.

## Campaign Delivery

- Lead seamless collaboration across the Hurricane Social teams to bring creative ideas to life.
- Manage campaign timelines, briefs, scopes, and approvals with precision, nothing slips through the cracks.
- Brief, shape, and review content across formats including social posts, video, UGC, influencer deliverables, ads, and more.
- Ensure all content aligns with strategy, audience insight, and measurable performance goals.

## Data & Performance

- Use analytics tools (GA4, native platform insights, third-party reporting) to interpret performance and shape recommendations.
- Prepare and present clear, insightful reporting that informs strategy and demonstrates real impact.
- Help clients and internal teams act on data. Not just read it.

## Team & Culture

- Mentor junior team members with honest feedback, generosity of knowledge, and clear best practices.
- Champion our values: collaborative, curious, bold, outcome-focused.
- Contribute to internal processes and resources that make us sharper and more scalable as a team.

## What we're looking for:

### Experience

- 4–5 years' experience in a social first environment.
- At least 2 years at Account Manager level or above; you've owned accounts independently, not just supported them.
- Proven experience managing global or multi-market client accounts across multiple time zones and stakeholder groups.
- A strong track record delivering campaigns across organic social and content-led programmes.
- Experience briefing, directing, and reviewing creative content across formats including video, UGC, and influencer deliverables.
- Demonstrable budget management experience; you've owned a scope and know how to protect margin without losing client trust.

## Skills & attributes

- Strong understanding of Geopolitics, or an ability to learn quickly
- Confident communicator, as comfortable presenting to a global CMO as you are rallying an internal team.
- Commercially minded, with the ability to identify and convert growth opportunities within existing accounts.
- Highly organised and calm under pressure, with strong project management instincts across multiple concurrent workstreams.
- Data-literate; proficient with GA4, native platform analytics, and third-party reporting tools. (and if you know Sprout Social too, you'll have a clear advantage!)
- Adaptable and curious; social moves fast and you thrive on staying ahead of it
- Confident working independently as well as collaboratively across creative, strategy, and production disciplines.

## How to Apply

Please send your CV and a short cover letter to [steph@hurricanesocial.com](mailto:steph@hurricanesocial.com).

### Notes:

Kindly no recruitment agencies please, any agencies outreaching directly to the Hurricane Social team will not be considered should we need to take roles to external parties.