

## Senior Account Manager

**Client Teams' Purpose:** To grow sustainable client relationships, accounts, and fee.

**Senior Account Manager's Purpose:** To lead and nurture client relationships, driving growth via exceptional account development.

As a Senior Account Manager at Taxi Studio, you'll lead and nurture client relationships while driving account growth and ensuring the smooth delivery of multiple projects. You'll act as a key contact for clients, balancing strategic oversight with commercial accountability to grow long-term value — while always working in accordance with our Code of Conduct.

### Relationship Driver

You'll be the lead point of contact for your clients, building trust, challenging expectations, embedding best practice ways of working and spotting opportunities for growth. By developing a deep understanding of their businesses, you'll position Taxi Studio as a proactive and indispensable partner. You'll identify and convert new opportunities within your accounts, shaping growth plans and opening new workstreams. Your focus will be on growing existing accounts, while partnering with the Business Development Team when needed.

### Project Overseer

You'll provide strategic oversight of projects, from scope and timeline creation through to delivery. By anticipating bottlenecks, managing contingencies, and collaborating with the Resource Manager, you'll keep projects moving smoothly and ensure the right people are in place at the right time. Where client size requires, you'll also roll up your sleeves to support Account Manager-level tasks.

### Commercial Defender

You'll forecast and track the profitability of your accounts, running budget reports and KPI tracking to ensure financial health. By maintaining clear visibility on scope, hours, and risks, you'll help ensure projects are commercially sustainable.

### Quality Manager

You'll oversee QA processes to ensure accuracy and technical compliance, supported by the Design Team leads and the Project Director. You'll mitigate risks and safeguard delivery standards by working with suppliers on proofs, prototypes, and schedules, negotiating costs and timelines where needed.

### Talent Developer

You'll coach and mentor junior colleagues, setting high standards and sharing your knowledge generously. You may also take on line management responsibilities, ensuring your team members have the support and guidance they need to thrive.



# taxistudio

## Five Important Things

### 1. Our Code of Conduct

Taxi Studio's three founders founded three values; they've since become the bedrock of our culture. So, on joining us, you'll be asked to embrace (and sign) our Code of Conduct:

- **Live Fearless:** We'll encourage you to embrace the extraordinary, think bigger, seek to improve, step into the unknown, back yourself, and be true to yourself.
- **Form Real Relationships:** We'll expect you to do the right thing, treat others with respect, champion your colleagues, seek to assist not obstruct, give constructive feedback, and be kind to yourself.
- **Play Fair:** We'll need you to always seek first to understand, collaborate without ego, bring the joy, say 'no' when you need to, take responsibility for your actions, and be aware of your impact.

### 2. Your Benefits

You'll be remunerated and rewarded based on your contribution to the business, and you'll benefit from an array of benefits, too, including:

*Health Cashback Plan/Private Healthcare, Enhanced Pension Contributions, Enhanced Maternity and Paternity, Life Assurance Plan, Hybrid Working and Flexible Working Hours, plus a Paid Volunteering Day — so you can do some good, on us.*

And while it's not a benefit, we operate a fair salary policy, which is reviewed every year and rigorously benchmarked against industry salary benchmarks.

### 3. Career Caretaking

We'll regularly check in with you to see how things are going — celebrating wins, talking through challenges, and setting clear goals to review next time. You can choose to work with a mentor and will always have access to our in-house coach. We also offer plenty of training throughout the year, plus an annual personal budget to support your wellbeing. And if you need a break, you're encouraged to take a 'duvet day' (or two) to look after your mental health.

### 4. Diversity, Equity & Inclusion

No matter who you are, where you're from or what experience you may or may not have, you are very welcome to interview for a position at Taxi Studio. We uphold diversity of thought and support diversity in people. We seek divergent thinkers. And people that are smart and nice. *It's that simple.*

### 5. Being an Independent B Corp Business

We believe *how* we work matters just as much as *what* we do. Being an independent B Corp helps us stay true to that — free from the corporate red tape and shareholder pressures you'll find in network agencies, we answer only to our people, the planet, and the brief.