

## Account Manager (UK)

September 2026

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As an Account Manager with Stratcom UK, you will be required to promote services and manage clients in relation to our Fundraising, Research, Engagement, Training and Consulting services. The position is principally responsible for managing sales, client management and program delivery for assigned Client Book and sales leads.

This position reports to the Senior Account Manager and will work in collaboration mainly with the Client Servicing Team, Director of Fundraising and Operations, and the Call Centre management and tech teams.

The following is a list of main duties and responsibilities for the position;

### **Client and Programme Management**

- Management of Stratcom UK clients, maintaining and evolving the relationship through regular communication regarding their campaigns, new Stratcom products or results/case studies that might interest them
- Manage client campaign design process, including forecasting, creative approach and donor journeys
- Oversee delivery of fundraising programmes to target, liaising with operations and other internal teams as required to ensure smooth running of campaigns
- Provide detailed feedback, analysis and insight to you clients and their partner agencies to ensure your campaign achieves/exceeds agreed KPIs
- Conduct extensive post campaign analysis of data/results, insight and call recordings in order to prepare and present client campaign reviews
- Lead and influence client strategies through presence in planning meetings and the production and presentation of strategic plans, analysis and sector insight
- Enquiry and complaints management
- Brief the tech team to client data return requirements
- Sign off all campaign materials, briefs and outputs
- Invoicing and budget reconciliation

### **Sales and Marketing**

- Support business growth through upselling and cross selling to existing clients
- Contribute to business marketing incentives by creating and contributing to marketing communications

### **Salary and Benefits**

- Annual Salary of £30 – 38,000 per year (pro rata based on 37.5 hours a week)
- Annual leave of 28 days (inc Bank Holidays), increasing with each year of service
- Paid Sickness
- Statutory Paid Leave
- Employee Assistance Programme offering free, 24/7 confidential support for:
  - Mental health and wellbeing
  - Financial advice
  - Legal information
  - Family and personal matters
- Workplace Pension contribution
- Fully remote working
- Paid travel and expenses
- Work laptop provided where needed

Flexible working - for this role we are able to consider flexible working patterns to accommodate part time/flexible working patterns provided core business needs are covered