

Senior Account Manager

London / Seattle / Boston / Denver

The Role

We're looking for a Senior Account Manager to join the Programme Team at Momentum. The SAM role is a matrix between project and programme-management, supporting the senior team in leading client relationships as well as managing your own clients. You can expect to spend a proportion of your time operating within the Mavenlink platform, ensuring data is accurate, updated per communications from clients or our internal team. You're a master coordinator, supporting the successful delivery of programmes for our clients through keeping on top of timelines, project status reporting, budget maintenance and most importantly through clear communication back and forth via internal stakeholders and our clients.

You'll ideally have previous experience working as Project Manager or Account Manager in a B2B agency or consultancy environment. Given the nature of our work and clients, a keen interest in the tech industry is beneficial. In terms of attitude, you're a meticulous organiser who never misses a trick. You're unafraid to speak up if it means calling out something that could compromise the success of a project – in other words, you're able to work confidently and positively with stakeholders at all levels and build a great rapport and trust with colleagues and clients alike.

At Momentum we're proud to uphold a culture of transparency. All of us are empowered to speak up and be curious without fear of doing so. As a result, we've formed a companywide sense of security and trust, which in turn fosters an easy-going and relaxed working environment. Basically, we take the job seriously but not ourselves. The work that we do isn't easy and we are relentless in our pursuit to deliver outstanding work for our clients without ever compromising on quality. Our collective open nature and creative outlook ensures that we're kept energised and intellectually challenged along the way whilst having a generally great time at work. Lifelong friendships have been formed and some of the best memories we've made have been through celebrating wins together.

Responsibilities

- Owner of Mavenlink project accuracy and updates
- Informant of changes and updates to any project
- Owner of weekly reporting and weekly status meetings
- Owner of resourcing for every project

KPIs

- Projects delivered on time and in budget
- Accuracy of information in Mavenlink
- Accuracy and consistency of weekly status and reporting
- Client satisfaction

Salary

- £35k-£40k

Benefits & Perks

- 25 days holiday plus 8 public holidays and 3 bonus days off at Christmas
- Group life assurance
- Healthcare cash plan
- Group income protection
- Company bonus scheme
- Online learning (LinkedIn) platform
- Personal training budget for your development
- Remote working (your choice) and flexible hours
- Incredible culture club, regular socials and a dedicated ESG committee
- "Pimp My Home Office" budget of which is yours to keep
- Big focus on professional development and progression via quarterly reviews
- CoE (internal training programme, "Centre of Excellence")
- Access to financial advisor
- Annual salary review