



NB Communication
DIGITAL MARKETING AGENCY

JOB ROLE: GRADUATE ACCOUNT/PROJECT MANAGER

Full Time (35 hours per week)

Fixed term (1 year) with potential of a permanent role

NB Communication is looking to recruit an enthusiastic graduate to assist with a range of client-facing activities in our busy and expanding marketing agency.

This is an exciting opportunity for a recent graduate - or candidate with similar experience - to get involved in a wide range of marketing activities, building strong relationships with clients while assisting to deliver projects to a high standard.

Although NB is perhaps best known for our website development and digital marketing work, we've grown in recent years to offer a broader range of strategic, branding and content services. Based in Lerwick, we are proud to have helped many local businesses to thrive while exporting our own services to clients all over the country including large organisations such as AG Barr, Rettie and the International Maritime Organisation. We are also responsible for delivering the Promote Shetland service.

Candidates will ideally be based in Shetland, but applicants in Orkney or other UK locations will be considered.

About the Role

As NB's Graduate Account/Project Manager you'll be part of our client-facing team, contributing towards the smooth running of the business by assisting with the delivery of website and marketing projects and maintaining relationships with existing clients.

You'll be exposed to many aspects of marketing agency operations, including project management, scheduling and delivery, client relationship management, sales activities, and internal tracking and reporting. The role is fixed term for one year, but there's potential of a permanent role at the end of this period within the project or account management parts of the team.

You will have strong organisation and communication skills which you'll apply to managing client queries, building and maintaining client relationships, and providing the level of service they require. We're looking for someone who is outgoing, keen to get stuck in, and comfortable starting conversations and building rapport.

You'll have the flexibility to adapt to current requirements and a keenness to expand your knowledge on a wide range of marketing disciplines including design, branding, website development, content marketing and communications activities.

You'll also get an insight into the internal management of a marketing agency through maintenance of our project management systems, project planning and scheduling, and assistance with sales activity.

As a recent graduate or someone with similar experience, you'll have some general knowledge and experience of delivering marketing or website projects and a self-motivated approach to learning new skills.



Key Responsibilities

- Assist with the planning, scheduling and delivery of website and marketing projects.
 - Update, monitor and maintain our internal project management systems.
 - Manage client queries, discuss their requirements, and assist with estimation and preparation of quotes.
 - Research and prepare planning documents for client projects.
 - Gather and review metrics for various client and internal reporting needs.
 - Initiate and close down projects using existing processes and checklists.
 - Contribute to service and internal process improvements.
 - Other general administration duties that help ensure the smooth running of the business.
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Candidate Profile

Essential

- A degree in a marketing or business-related subject, or equivalent experience
- Excellent written and verbal communication skills
- Outgoing approach with ability to quickly build rapport with clients and maintain strong long-term relationships
- Strong time management and organisational skills
- Experience of office application software, such as word processing, spreadsheets and databases
- Ability to work well in a time-pressured, fast-paced environment
- Flexible and adaptable with a high level of attention to detail
- Inquisitive, with creative and solution-focused thinking
- Self-directed approach to learning and commitment to keeping up to date with industry trends and technologies
- Ability to follow processes accurately and consistently

Desirable

- Basic knowledge of websites, content management systems, social media and other common digital platforms
- Sales or account management experience