



Job Description

Position: Account Manager with Norwegian

Reporting to: Managing Analyst

Last updated: November 2006

Primary purpose

The primary purpose of the role is to manage in collaboration with the Managing Analyst a number of clients, ensuring all projects are delivered against agreed schedules and budgets, and meeting and/or exceeding client expectations.

The role primarily entails the management of all processes but also involves a large degree of autonomy and client contact.

Key Areas of Responsibility

I/Client Management

- In collaboration with the Managing Analyst and, as appropriate, independently, agree overall client briefs, budgets and delivery schedules, and maintain all essential internal documentation.
- Develop excellent client relationships. Maintain and foster regular client contact between reporting periods
- Acquire good knowledge of client and industry business
- Solicit from clients regular input on strategy, plans, to ensure relevancy and saliency of CARMA work
- Ensure all client deliverables meet the highest standards in terms of the quality of the analysis, accuracy of the data, presentation.
- Contribute to the development of new initiatives across the year to further develop and cement client relationships
- Explore and identify growth opportunities with existing clients

II/ Project Management

- Ensure all project management processes (clipping, research, QC-ing and data running) are set up according to company guidelines and managed professionally and effectively, and without undue stress on the organisation (other departments as well as external actors)
- Manage and review processes regularly to improve quality and cost effectiveness

III/Research Management

- Ensure researchers are managed in line with company guidelines
- Make sure critical path is put in place for all research projects
- Develop researcher briefs and be the first port of call for all questions on ongoing research work
- Manage researchers and other external actors in a professional manner, ensuring briefs are delivered efficiently; schedules and workloads are agreed in good time; and any potential research issue flagged to the Managing Analyst in a timely fashion

IV/Reporting

- In collaboration with the Managing Analyst, manage the reporting analyst relationship: schedule planning; brief reporting analyst fully well ahead of time, ensuring they are provided with all relevant background information and a clear written as well as verbal brief on current work; provide feedback diligently both to the external reporting analyst and the Chief Analyst
- Ensure all data and charts are prepared on time, have been quality controlled in depth and are fully accurate
- Undertake all claim checking and editing of client deliverables
- As appropriate, undertake analysis on specific reports and/or projects

IV/Quality Control

- Maintain and improve overall quality of the research
- Liaise with the Head of Research to ensure all relevant QC procedures are followed and provide all necessary feedback

V/Financial Management

- Ensure all expenses are in keeping with existing budgets (e.g. clipping costs); and flag any issue early
- Facilitate invoicing through diligent recording of all relevant information (e.g. researchers batch sheets, clipping invoice log.)
- Prepare all client invoices
- As required, review process to maximise client profitability

VI/Teamwork & Company-wide

- Ensure good working relationships with all internal and external actors
- Participate to the training, coaching and personal development of Research Assistants, Trainee Analysts and Analysts
- Contribute towards improvements in client/project processes
- Take part in team update meetings and other initiatives, actively contributing to the team's and company's development
- Participate in new business activities

Key Skills Required

Process management: Demonstrate excellent ability to manage complex projects, from planning through to completion through the judicious use of available tools and resources. Demonstrate ability to manage priorities and deadlines to ensure timeliness of client delivery and to identify and solve problems early.

Report writing and communication skills: Senior Analysts will be able to write client reports and other types of presentation in clear and succinct English and copy edit to a high standard deliverables written by external analysts and junior team members.

Language skills: You must speak and write Norwegian and English to mother tongue standard.

Industry expertise: Demonstrate good understanding of client business and industry sector.

Client Management: Good client handling skills will be required, with the ability to manage at all levels within the client organisation.

People Management: Coaching and development of key members of staff, contributing to their personal development plans and helping them achieve success in the organisation

CARMA knowledge: Have command of all CARMA software, products and services.

How to apply:

Please send your current cv and covering letter to:
Ann Cossar, acossar@carmaeurope.co.uk