



Client Services, Senior Account Manager

Who We Are

Me:Mo is a dynamic, 40-strong team of digital marketing specialists, social media experts, PR professionals, and content creators. We collaborate with top-tier restaurant brands and ambitious independents, shaping their narratives and elevating their presence in an increasingly competitive market.

We pride ourselves on a culture that fosters innovation, collaboration, and excellence, offering a strong work-life balance, professional development opportunities, and an environment where bold ideas thrive.

As **Senior Account Manager**, you will play a key role in managing client relationships, delivering high-quality campaigns, and driving account growth. Working across digital, social, PR, and content, you will ensure seamless execution and exceptional results for our clients.

This is an exciting opportunity for an ambitious account manager looking to take the next step in their career, working within a fast-paced, creative agency with a diverse hospitality portfolio.

Key Responsibilities

- **Client Management** – Act as the main point of contact for key clients, building strong relationships and ensuring outstanding delivery across all campaigns.
- **Campaign Execution** – Oversee the development and execution of integrated marketing strategies, ensuring campaigns are commercially sound and results-driven.
- **Account Growth** – Identify opportunities within client accounts to drive growth, retention, and revenue.
- **Project Coordination** – Work closely with creative, PR, digital, and social teams to ensure seamless campaign execution.
- **Team Collaboration** – Support junior team members, sharing knowledge and best practices to enhance performance.
- **Market Insight** – Stay up to date on industry trends, emerging digital strategies, and consumer behaviours to drive campaign success.
- **Operational Excellence** – Maintain strong organisation and attention to detail, ensuring deadlines and KPIs are met.
- **Diversity & Inclusion** – Foster an inclusive and collaborative culture within the agency.

What We're Looking For

To excel in this role, you should have:



- **Proven experience in client services** with at least two years' experience in an integrated marketing, PR, or digital agency.
- A **commercial mindset**, with the ability to spot opportunities and drive account growth.
- A strong **understanding of digital and traditional marketing**, with experience in paid, owned, and earned channels.
- **Excellent communication and relationship-building skills**, with confidence in managing multiple stakeholders.
- A **proactive, problem-solving approach**, with strong project management abilities.
- A passion for the **hospitality industry** and an understanding of its evolving landscape.
- The ability to **work collaboratively** within a fast-paced, creative agency environment.
- **Flexibility to travel** for client meetings and industry events as needed.

Salary & Benefits

- Salary DOE
- Hybrid working from our West London office
- Wellbeing budget
- CODE Membership
- Flexible working hours
- Paid Birthday Day Off
- Me: Moment - monthly employee reward scheme
- Summer Fridays
- Two Annual Socials (Summer and Christmas)

Why Join Us?

At Me:Mo, you'll have the opportunity to lead impactful campaigns for some of hospitality's most exciting brands. You'll work alongside a talented team in a collaborative and forward-thinking agency that values creativity, innovation, and professional growth.

Join us and take the next step in shaping the future of hospitality marketing.