



Media Team, Senior Account Manager

Who We Are

MeMo 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.

The Role

As we continue to grow our Media division, we're looking for a Senior Account Manager with proven hospitality PR experience to lead a portfolio of key client accounts. You'll be the strategic lead across PR and influencer campaigns, bringing a clear editorial lens, digital awareness, and exceptional client management to everything you do.

You'll also manage a small team, oversee campaign delivery end-to-end, and act as a media authority within the agency – helping to guide client strategy, support junior development, and drive results that stand out.

This is an exciting opportunity for a confident, commercially minded communicator who understands both the principles of great PR and the evolving media mix – from national press to TikTok creators.

Key Responsibilities

- **Client Management:** Serve as the main point of contact for clients, building strong relationships and ensuring their PR objectives are met.
- **Strategic Planning:** Develop and execute integrated PR strategies, combining traditional and next-gen media approaches to secure impactful press and influencer coverage.
- **Press & Influencer Relations:** Cultivate and maintain relationships with journalists, editors, and influencers across traditional and digital platforms.
- **Campaign Delivery:** Oversee the execution of client campaigns, ensuring timely and effective delivery of press coverage, brand storytelling, influencer activations, and media events.



- **Team Leadership:** Mentor and manage junior team members, including Account Executives and interns, providing guidance and fostering their professional development.
- **Event Management:** Plan and oversee media events, press dinners, and brand activations to support client campaigns.
- **Coverage Reporting:** Track, clip, and analyse press and influencer coverage, compiling comprehensive reports with insights and key takeaways.
- **Industry Insight:** Stay ahead of trends across hospitality, traditional media, and next-gen platforms - from digital-first titles to social and creator-led content.
- **Crisis & Reputation Management:** Provide strategic counsel to clients on sensitive issues, managing communications effectively in response to challenges.

What We're Looking For:

- 3+ years' PR agency experience, ideally within hospitality, lifestyle, or food & drink.
- A strong network of media and influencer contacts across hospitality and lifestyle sectors.
- Proven ability to deliver successful, integrated campaigns that blend PR, influencer, and content-led approaches.
- Experience managing multiple clients and delivering results in a fast-paced environment.
- Excellent writing skills, with experience drafting press releases, pitches, and client communications.
- Strong leadership skills with a track record of mentoring and developing junior talent.
- A passion for hospitality - you're curious, plugged into trends, and constantly engaging with culture, media, and content.
- A forward-thinking, proactive mindset — someone who can navigate both traditional PR and the new rules of consumer media.

Salary & Benefits

- Competitive salary, dependent on experience
- Hybrid working from our West London office
- CODE Membership (industry perks and discounts)
- Flexible working hours
- Paid Birthday Day Off
- MeMoment – monthly employee reward scheme
- Summer Fridays
- Two annual socials – Summer and Christmas

Why Join Us?

At MeMo, you'll have the opportunity to lead impactful, commercially driven campaigns for some of hospitality's most exciting brands. You'll work alongside a talented, supportive team in an agency that values creativity, collaboration, and professional growth.

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

memo®