

Job Title: Senior Account Manager**Location:** The Granary, Hunsingore / Partial Hybrid**Reports to:** Sales Director**Job Description:****Overview:**

Wish is looking for a talented & ambitious **Senior Account Manager** to join our growing team in 2026. You'll play a key role in delivering creative and strategic campaigns for a mix of exciting clients across finance, education, retail, healthcare, interiors, and more. You'll need experience managing clients across digital & offline channels – including branding, print, direct mail, exhibitions, web, SEO, content and social - and a passion for building strong, long-term relationships.

You'll be confident running day-to-day client comms, managing workloads across internal teams, and ensuring everything we deliver meets the high standards our clients expect. It's a hands-on role with room to grow - perfect for someone with 5+ years' agency experience looking to step up.

We're based in Hunsingore near Wetherby- but offer hybrid working and flexible hours.

Experience Required

- 5+ years of account management experience in a creative, digital or integrated agency
- Strong experience of offline marketing tactics including for example, brand, print, exhibitions, and direct mail campaigns.
- Strong understanding of digital marketing channels - especially content, SEO, websites, and social
- Demonstrated ability to manage multiple client accounts and internal teams effectively

- Excellent communication skills - clear, confident and client-friendly
- A proactive mindset - able to spot issues early and solve them collaboratively
- Good commercial awareness - comfortable with scopes, budgets and timelines

The Role in a Nutshell

Client Relationships

You'll be the day-to-day point of contact for clients - building trust, understanding their goals, and ensuring our work hits the mark. You'll manage client meetings, reporting and comms with clarity and consistency.

Project Delivery

You'll oversee the smooth delivery of campaigns and projects - from websites to social strategy - ensuring timelines are met, briefs are clear, and quality is top-notch. You'll work closely with our creative, content, and dev teams to keep everything on track.

Growth & Retention

You'll help spot opportunities to grow accounts, support with upselling new services, and keep client satisfaction high. We want our clients to stick with us for the long haul - you'll play a key role in making that happen.

What You'll Be Doing

Client Management

- Manage day-to-day client communications across multiple accounts
- Lead regular WIP calls, project check-ins, and review meetings
- Ensure clear documentation - including contact reports, actions, and timelines
- Build strong relationships and become a trusted partner

Project Coordination

- Brief internal teams clearly and ensure smooth workflow across departments
- Monitor project timelines and budgets - keeping clients and colleagues updated
- Quality control on deliverables - making sure everything meets our standards
- Collaborate with producers, designers, developers, and strategists as needed

Account Growth

- Support the Sales Director in identifying upsell opportunities
- Feed into strategic planning and new campaign development
- Track KPIs and help report on client performance
- Work with the leadership team to maintain high levels of client retention

Reporting to:

Sales Director

What We Offer

- Salary: Up to £40k depending on experience
- 25 days holiday plus bank holidays
- Your birthday off
- Hybrid and flexible working (we're office-first but flexible)
- Free parking
- Team socials and culture days
- Training and development budget
- Pension scheme
- Inspiring work, brilliant brands, and a close-knit team you'll actually enjoy spending time with

About Wish

We're a strategic marketing and creative agency based near Wetherby / Leeds, working with ambitious brands across the UK. Clients stick with us because we care - about the work, the people, and the results. Our team is made up of smart thinkers, creative doers, and down-to-earth humans. We're growing - and looking for great people to grow with us.

Sound like you?

Drop us your CV and a short note about why you'd be a good fit at

info@wishagency.co.uk

This job description outlines the primary responsibilities and qualifications for the Senior Account Manager role at Wish. It is intended to provide a clear understanding of the expectations and duties associated with this position.