



Role	Account Executive
Reporting to	Head of Client Services
Hours	Full time, permanent, flexible & remote working available
	Competitive salary, workplace pension scheme

Account Executive with Loyalty Works

With several new client wins, we are recruiting for an Account Executive to join our Loyalty Works family!

Loyalty Works is a leading bespoke incentive scheme provider, we help our clients to increase brand loyalty and customer engagement with our rewards programs. This is a great chance with lots of opportunity to help provide further development to a company which has shown excellent rates of growth over the past few years!

As our Account Executive, you will support Account Managers with our key accounts in addition to being the client contact for some of our accounts. You will build relationships with all parties who are involved in our projects, from clients, colleagues to suppliers. This will be a fast-paced role which will provide lots of opportunity for learning and development. You will often be required to work independently - however, you will be part of a team comprising talented individuals with diverse expertise and experience.

Main duties and responsibilities:

- Support Account Managers with the end-to-end process of managing loyalty schemes, being the point of contact for customer queries and manage scheme registrations.
- Follow established processes to provide support in setting up and launching schemes, scheme management, website management and working with our Marketing team to deliver targeted monthly marketing campaigns.
- Support Account Managers to provide financial, data insights, and scheme recommendations to our clients.
- Work with our Design team to develop new scheme branding and collateral in line with the client brand guidelines and objectives.
- Manage the print process of any marketing collateral.
- Project management of website design and build for scheme launches.
- Management of telesales campaigns.
- Support on marketing campaigns, inclusive of analytics, email, SMS campaigns and customer surveys.
- Provide general administrative support across the business where required.

Qualities, skills and experience:

- A team player with the ability to communicate to all members of the team and cross departments.
- Natural flair for providing excellent customer service.
- Comfortable in communicating and building relationships at all levels.

LOYALTY WORKS

- Possess the ability to rise to the challenge of working in a busy, fast-paced environment, dealing with multiple tasks and deadlines on a daily/ weekly basis.
- Competent with IT packages and be able to learn in house systems.
- Organisation skills and attention to detail are a must!
- Excellent written and verbal communications skills.
- A creative thinker with a positive can do attitude.

Desirable skills:

- Experience of website content management systems, campaign monitor, e shots and SMS campaigns would be advantageous.
- Previous experience of working in a creative, client facing role would be beneficial.
- Advanced Microsoft Excel user.
- Experience of B2B marketing.

Key benefits:

- Competitive salary
- Company bonus scheme
- Company pension scheme
- 25 days holiday, plus your birthday off!

Who we're looking for!

Our Loyalty Family is a close-knit community dedicated to providing our clients with a seamless service to help them to meet their goals and objectives.

We all work closely together to create bespoke schemes that exceed client expectations. We love that our vibrant team is made up of so many different personalities, but our company values sum up the kind of people we're looking for:

Passion | Trust | Unity | Honesty | Commitment | Fun!

These are the values that bring everyone at Loyalty together, making us a force to be reckoned with, and helping us to deliver the outstanding events we are recognised for.

We are a friendly bunch who work hard whilst having loads of fun along the way! Fancy finding out more?

Please email a copy of your CV and cover letter to careers@theloyaltyworks.co.uk

No agencies please.