

Digital Account Manager

About Oh So Social

Oh So Social is an international specialist social media agency. With a growing list of interesting, varied and sometimes niche clients, we're looking for a new Digital Account Manager.

Having a keen interest in Social Media Management and experience in marketing you will join our elite team of experts, who share the best in Cornish Creativity with our clients around the UK and the world.

You will have a flair for copy and be able to match brand and tone of voice easily for each client, who will vary from artisan food businesses, distillers, authors, luxury holiday cottages to artists.

About the humans

At Oh So Social we have two rules; best idea wins and no assholes, this gives you a very good idea of what it's like to work with us. We are a team of supportive and caring humans with a great sense of humour, and a vibrant, dynamic fun company to work for.

We believe in a true work-life balance and real flexible working, which means our positions can either be work from home, from the beach, or if you really like, our office in Penryn, with most of the team choosing a hybrid between the office and home. We have also dropped the traditional 9-5, encouraging our team to work when they feel creative and with a real focus on "work-life balance".

At the moment, we are trying to spend some time together as a team, as such a core four are currently doing Monday - Wednesday in the office and this role would join us.

We are a small and busy team so this will be a really hands on role and you will be expected to hit the ground running to help support us through an exciting growth phase in our business.

About the job

Managing client-based social media and marketing campaigns, you will be assigned your own client list. You will be your clients' first point of contact, handling everything from writing their plans for the next period, content writing, reporting, ads management and answering questions.

Typical duties will involve:

- Being the first point of call for clients, responsible for regular communication, ensuring strong relationships, upselling additional services and ensuring client targets are met
- Strategic short-term planning and idea generation for clients' social media and marketing campaigns
- Editing, approving, feeding back and sending content for client approval
- Content creation including copy, design and photography for a small number of clients
- Ads management for a range of clients
- Depending on client portfolio there may be elements of content writing for different medias including email marketing, blogging, PR and websites
- Representing Oh So Social at events
- Actively looking for growth opportunities both in terms of personal and business development
- Supporting non-technical members of the team with advice and guidance

Personal attributes:

- Exceptional client engagement, communication and presentation skills
- Comfortable working in a fast-paced, changing client environment
- Confident working with a variety of stakeholders across different teams and agencies
- Hardworking with the ability to manage your own workload

- Organised with strong attention to detail
- Strong team player
- Ability to work independently and with a high level of initiative
- Be an awesome person with lots of great ideas

Essential requirements:

- A passion for social media
- Awesome copy writing skills with the ability to switch tone depending on client
- Digital marketing experience
- Paid social media management experience
- A good knowledge of marketing
- Experience liaising with clients
- Basic Google Ads knowledge

Desirable requirements:

- Social media management experience
- Previous experience proofreading
- Project management experience
- Agency experience
- Photography skills
- A good knowledge of the technical side of social networks including Facebook Business Manager

No two days are going to be the same, so your can-do attitude and ability to multi-task will be key to your success.

Working hours and location

All our positions allow for genuine flexible working, however the office team are currently working Monday – Wednesday in the office and Thursday - Friday working from home. The core hours are 8:30 – 4:30pm, however most of the team members flex these slightly.

Office: Waterside House, Falmouth Road, Penryn, Cornwall, TR10 8BE - there's free parking and a bus stop outside.

Full time hours 37.5 per week with additional hours required during live events and special projects, Part-time hours will be considered for the right candidate.

Salary & Benefits

Starting salary £20,000 - £22,000 DOE

Flexible working.

Home/remote working.

Free eye tests.

Office snacks.

Tea, coffee, hot chocolate etc – we even provide the milk in glass bottles.

Regular team outings that normally involve beer.

We're currently working on a rewards package so this could be exciting...or a disappointment, it's up to you if you take the risk. It may or may not become a thing.

Application process

To apply for this role, please email your CV, Cover letter and some example content from previous campaigns to Catherine Wilson on wilson@ohsocialmarketing.co.uk.

Applications close midnight on Thursday 21st October 2021