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| Job Title | Account Manager – Events & Experiences |
| Team | Events & Experiences  |
| Salary  |   |

Overview of **Orchard**

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| For Excellence and Inspired Solutions? Think Orchard. At Orchard, we pride ourselves on building trusted, long-term partnerships with our clients. We take the time to understand their goals, challenges, and audiences - so we can deliver creative solutions that truly make an impact. Joining our team means becoming part of a culture that values client excellence, where every project is approached with care, collaboration, and a commitment to exceeding expectations.You will be joining an organisation that is 100% Employee Owned. This is something we’re all so proud of, and it means that every team member has a real stake in the business. We all share in its success, and its responsibility. This ownership model empowers our people to think like owners, contribute ideas freely, and take pride in the work we do together. It fosters a collaborative, transparent, and inclusive culture where your voice matters and your impact is recognised. When you join Orchard, you’re not just taking a job - you’re becoming part of something you help shape.  |  |

Overview of **Role**

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| The Account Manager is a client-facing role focused on business growth, client relationships, and new business opportunities for Orchard’s Events & Experiences team. You will play a key role in driving commercial success, leading client engagement, shaping proposals, and supporting a strong new business pipeline.At Orchard, we’re committed to creating an inclusive environment for all. We believe that talent and potential aren’t defined by academic qualifications - that’s why a degree is not required for this role. We recruit and develop our people based on merit and their passion; therefore, we welcome applications from individuals of all backgrounds and experiences.  |  |

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| Key Responsibilities* Act as main point of contact for selected clients, building strong trusted relationships.
* Identify and grow accounts through upselling and cross-selling Orchard’s services.
* Lead proactive client conversations to position Orchard as a strategic partner.
* Develop and maintain clear account plans aligned to client objectives.
* Proactively identify new business opportunities across sectors and contribute to a healthy pipeline.
* Lead and support proposals, tenders, and pitch presentations, ensuring Orchard’s capabilities are showcased with clarity and impact.
* Collaborate with HoTs and Directors on pitch strategy and presentation delivery.
* Write compelling proposals and case studies, working with creative and technical teams to bring ideas to life.
* Scope and cost proposals with the team to ensure profitability.
* Track budgets and project performance with the Project Manager, ensuring financial targets are met.
* Understand client contracts and ensure terms are adhered to, including payment schedules.
* Translate client briefs into actionable plans and ensure KPIs are met.
* Represent Orchard at industry events to build profile and pipeline.

Skills & Experience* Proven experience in account management, business development, or client services in events, sponsorships or marketing.
* Confident in leading client meetings, pitches, and negotiations.
* Strong commercial acumen with costing and pricing experience.
* Excellent communication, negotiation, and presentation skills.
* Organised and able to manage multiple opportunities simultaneously.
* Creative and strategic thinker with a solutions-focused approach.

Attributes* Entrepreneurial, ambitious, and commercially driven.
* Strong relationship-builder with a client-first mindset.
* Confident under pressure and deadline driven.
* Collaborative, bringing teams together to create winning solutions.

What We Value* Creativity, curiosity, and a collaborative spirit.
* A proactive approach to problem-solving and innovation.
* A commitment to inclusivity and accessibility in both creative output and team culture.
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**Our benefits package**

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| Our people are what makes us so special. That’s why we offer a generous benefits package to all who are part of our team. Here’s an example of the benefits that are available:* Flexible and remote working opportunities
* 10 – 4 core hours
* 25 days annual leave, increasing to 30 in line with Length of Service
* Bonus day off for your birthday and at Christmas
* Monthly wellbeing hours
* A generous training budget
* Private medical cover, including Dental and Optical cover
* Enhanced Compassionate Leave
* Enhanced Maternity, Paternity & Adoption Leave
* Enhanced Sick Pay
* Summer Friday’s
* Monthly Breakfast Club and Quarterly Team Socials
* x4 Annual Employer Supported Volunteering Days
* Cycle to work scheme
* 8% pension (that’s 4% matched from you and us)
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| Teitl Swydd | Rheolwr Cyfrif  |
| Tîm | Digwyddiadau a Phrofiadau  |
| Cyflog |   |

**Gorolwg Orchard**

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| Ar Gyfer Rhagortiarth a Chynigion Ysbridoliedig? Think Orchard. Yn Orchard, rydym yn ymfalchio ein hun ar adeiladu ymddiriedaeth, perthnasau hirdymor gyda ein cleientiaid. Rydym yn cymryd yr amser i ddeall eu amcanion, heriau a chynilleidfa – er bod ni’n gallu cyflwyno cynigion creadigol sy’n creu effaith. Ymuno ein team yn meddwl fod yn rhan o dywylliant sy’n werthfawrogi rhagoriaeth cleintiaid, ble phob prosiect yn cael ei ymdrin a gofal, cyd-weithrediad, a ymrwymiad i ragori ar ddisgwyliadau. Byddwch yn ymuno sefydiliad sydd yn 100% yn perthyn i’r gweithwyr. Hwn yn rhywbeth ni gyd yn balch amdano, a mae’n meddwl bod pob aelod o’r tim yn cael rhan wirioneddol yn y fusnes. Rydym yn rhannu y llwydiannau a’r cyfrifoldeb. Y model perchnogaeth yma yn hyrwyddo ein pobl I meddwl fel yr perchnogwr, cyfrannu syniadau a cymryd balchder mewn y gwaith ni’n wneud gydai’n gilydd. Mae’n meuthu cydweithrediad, drychelgais a ddywilliant cynhwysol ble mae eich llais yn bwysig ac eich effaith yn cael ei cydnabod. Pryd rydych chi’n ymuno Orchard, na dydych ddim ond yn cymryd swydd – ond yn dod yn rhan o rhywbeth fyddych yn helpu siapio.  |  |

**Gorolwg y rôl**

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| Bydd y rôl o reolwr cyfrif yn rôl wynebu cleient sy’n focysu ar tyfiad busnes, perthnasoedd cleient, a cyfleuoedd busnes newydd ar gyfer y tîm Digwyddiadau a Phrofiadau Orchard. Byddwch yn chwarae rôl allweddol mewn gyrru llwyddiant masnachol, yn arwain ymrwymiad cleient, siapio cynigion, a roi cymorth fusnes newydd. Yn Orchard, rydym yn ymrwymedig i greu amgylchedd cynhwysol i bawb. Rydym yn credu fod talent a potensial ddim yn cael ei diffinio gan cymhwysterau academaidd – dyna pam mae raddau ddim yn hanfodol am y rol. Rydym yn recriwtio pobl seiliedig ar merit a passiwn, felly ni’n croesawi ceisiadau gan unigolion o bob cefndir a phrofiadau.  |  |

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| Cyfrifoldebau Allweddol * Actio fel prif pwynt cyswllt ar gyfer cleient, yna deiladu perthnasoedd cryf a ddibynadwy
* Nodi a thyfu cyfrifon trwy uwchwerthu ac ar-lein gwerthu gwasanaethau Orchard.
* Arwain sgyrsiau cleient i safle Orchard fel partner stratigaethol.
* Datblygu a cadw cynlluniau cyfrif sy’n alunio a amcanion y cleient.
* Nodi cyfleuoedd busnes newydd ar draws dywidiannau a cychwyn cyfraniad at biblin iach.
* Arwain a roi cymorth i gynigion, tenders, a cyflwyniadau, i sicrhau bydd galluogrwydd Orchard yn cael ei arddangos gyda chlirdeb ac effaith.
* Cyd-weithio a penaethau tîm a cyfarwyddwyr ar startigaethau a cyflwyniadau
* Ysgrafennu cynnigion a astudiaethau achos, a weithio yn agos i dîmoedd creadigol a technegol i helpu dod a syniadau i fywyd.
* Cynigion cwmpas ac cost gyda'r tîm i sicrhau elw.
* Dilyn cyllidebau a pherfformiad prosiect gyda'r Rheolwr Prosiect, gan sicrhau bod targedau ariannol yn cael eu cyrraedd.
* Deall contractau cleientiaid a sicrhau bod telerau'n cael eu cadw, gan gynnwys amserlenni talu.
* Cyfieithu crynodebau cleientiaid i gynlluniau ymarferol a sicrhau bod KPIs yn cael eu cyrraedd.
* Cynrychioli Orchard mewn digwyddiadau diwydiant i adeiladu proffil a llinell cynhyrchion.

Profiad a sgiliau * Profiad o fewn rheolaeth cyfrif, datblygiad busnes, neu gwasanaethau cleient o fewn digwyddiadau, nawdd neu marchnata.
* Yn hyderus mewn arwein cyfarfodydd cleient, cyflwyniadau a trafodaethau.
* Cynhwysedd masnachol cryf gyda phrofiad mewn costio a phrisio.
* Sgilau cyflwyno, cyfathrebu a trafodaethau cryf.
* Trefnus ac yn gallu rheoli sawl cyfle ar yr un pryd.
* Meddylwr creadigol a strategol gyda dull sy'n canolbwyntio ar ddatrysiadau.

Nodweddion* Mentergarol, uchelgeisiol, ac wedi'i yrru'n fasnachol.
* Adeiladwr perthnasoedd cryf gyda meddylfryd lle mae'r cleient yn gyntaf.
* Hyderus o dan bwysau ac yn gweithio gyda amserlenni tynn.
* Cydweithredol, yn dod â thimau at ei gilydd i greu atebion buddugol.

Beth ni’n gwerthfawrogi * Creadigolrwydd, chwilfrydedd, ac ysbrid cydweithredol.
* Dull rhagweithiol tuag at ddatrys problemau ac arloesi.
* Ymrwymiad i gynhwysedd a hygyrchedd ym mhob cynnyrch creadigol a diwylliant y tîm.
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**Ein Pecyn Buddion**

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| Mae ein pobl yn gwneud ni mor arbennig. Dyna pam rydym yn cynnig pecyn buddion hael i bawb sydd yn rhan o'n tîm. Dyma enghraifft o'r buddion sydd ar gael:* Cyflaeodd gweithio yn hyblyg a diaffordd
* 10-4 oriau cyswllt
* 25 diwrnod o wyliau, yn ymestyn i 30 yn dibynnu ar hyd y gwasanaeth
* Diwrnod bonws o wyliau ar gyfer eich penblwydd a Nadolig
* Oriau lles misol
* Cyllid hyfforddi hael
* Meddyginiaeth preifet gan gynnwys deintydd ac optig
* Gadawiad trugaredd
* Gadawiad mamolaeth, tadolaeth a mabwysiadu
* Taliad salwch
* Dydd Gwener Haf
* Clwb brecwast misol
* 4 diwrnodau gwirfoddoli
* Cynllun beicio I’r gwaith
* Pensiwn 8% (4% o chi a 4% o ni)
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