



BEATFREES

**Director of Client Relationships and Operations:
Recruitment Deck**



BEATFREEKS

We are Beatfreaks. We are a youthful, independent, creative insight led engagement agency. We are specialists in **young and diverse audiences**. And like the young disruptors we work with, we're hopeful for a better future.

Our clients work with us because they want to become relentlessly relevant and future-proofed. No-one can afford to stand still with the pace of change right now, so we exist to get our clients the engagement they need to **scale their relevance** with the audiences they haven't met yet.

We know that when young people's ideas and opinions are heard by the right people in the right rooms, we can create some serious social and commercial impact.



@beatfreaks

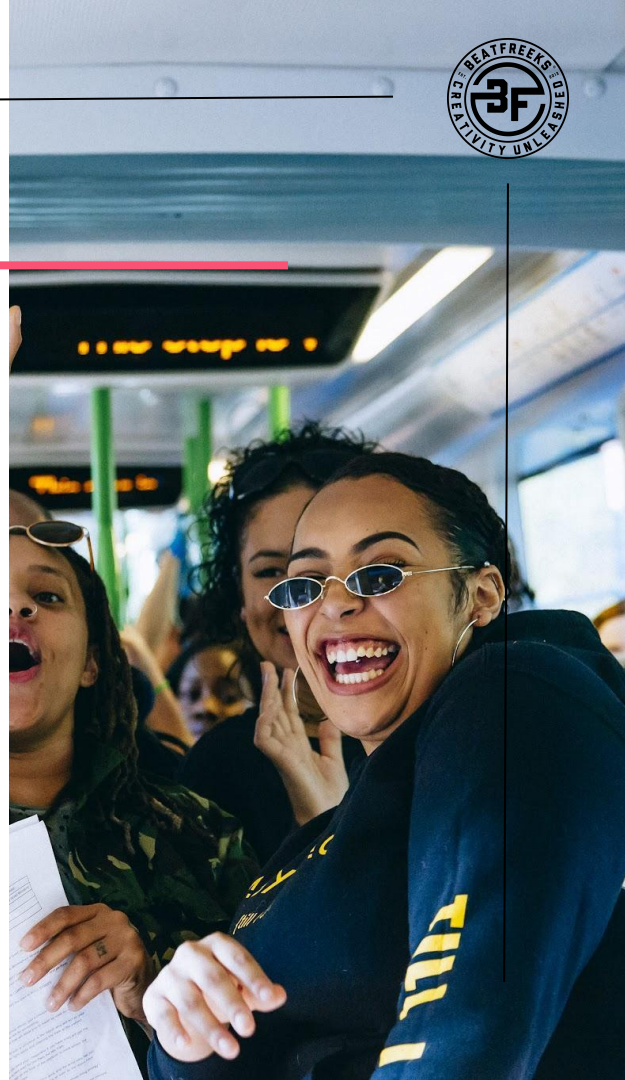


ABOUT THE ROLE

We're seeking a creative, ambitious, flexible, highly organised and determined Director of Client Relationships and Operations.

Your role will be to ensure that delivery of all of our output is on time, on brief, and up to spec. Your main driver will also be to ensure the business hits its sales and revenue targets by bringing in exciting new business, and driving existing client spend opportunities.

Working independently and directly reporting to the founder of Beatfrees, you will nurture and manage the freelance associates who deliver our projects. As a leader, you will run the show and will be the go-to person for all questions and queries, ensuring that the delivery of all of our output is on time, on brief, and up to spec.





KEY RESPONSIBILITIES: BUSINESS DEVELOPMENT

- Handle inbound enquiries and nurture existing client relationships to ensure success and retention.
- Lead on the development of new bids, proposals and tenders.
- Hunt new opportunities by implementing a marketing and sales strategy.
- Proactively network to identify and cultivate new business opportunities, contributing to the expansion of the project pipeline.
- Seek out and maximise opportunities to build brand awareness through press, PR and partnerships.
- Identify and represent at national, regional and local level in relevant forums and networks to do with youth engagement.
- Oversee and coordinate the upkeep and development of community platform, social media and website in line with achieving consistent quality and clarity of brand and brand awareness.



KEY RESPONSIBILITIES: DELIVERY

- Oversee the development and delivery of all projects.
- Manage and set timelines of delivery for the quarter and for the year.
- Ensure work is delivered on time and to a high standard.
- Ensure all reports are in on time to clients.
- Ensure consistency and quality of tone, aesthetic and delivery of work.
- Drive a high consistent level of quality and excellence within our projects.
- Recruit, onboard, and nurture a talented pool of associates (freelancers) with a focus on skill development and retention.
- Provide ongoing support, guidance, and mentorship to associates, ensuring a positive and productive working relationship.



KEY RESPONSIBILITIES: OPERATIONS

- Be responsible for ensuring budgeting and reporting is delivered on time and to brief.
- Collaborate with finance consultants for accurate invoicing and bookkeeping.
- Ensure project forecasting feeds into organisational forecasting quarterly.
- Update financial monitoring spreadsheet quarterly.
- Keep on top of projections and budget to ensure accurate spending.
- Oversee the organisation and functionality of Google Workspace and other online tools to facilitate efficient remote work.
- Adhere to financial controls policy.
- Implement a 'permalance' model, combining the benefits of fixed-term contracts with freelance flexibility to enhance project outcomes and associate satisfaction.



ACCOUNTABLE FOR:

- Ensuring delivery of all of our output is on time, on brief and up to spec: Project Delivery, Communications, Operations, Finance.
- Ensuring the business hits its sales and revenue targets by bringing in exciting new business and driving existing client spend opportunities.
- Managing the risk register.
- Ensuring client satisfaction of work.
- Setting, driving & ensuring a consistency in the quality of work.
- Setting evaluation and impact measures and ensuring they are reported against to deadlines.
- Meeting Delivery KPIs and reporting against them.
- Efficiency of delivery team and ensuring capacity and capabilities are monitored.
- Managing and maintaining budgets in line with projections and financial monitoring as well as financial controls.
- Management of external Brand including Community Platform, Website and Socials.
- Reporting to key clients and funders as required.



REQUIRED SKILLS & EXPERIENCE

- Experience of working within a senior role in a creative agency, a market research/insight consultancy or with a relevant background in marketing, PR, media.
- Experience of developing pitches and proposals for a range of client types including but not limited to multinational brands, central and local government, NGOs and cultural organisations.
- A track record in leading high performing teams of people leading on appetite for quality.
- Strong internal and external communications skills, including social media campaigns, PR & awards strategies, brand evolution and positioning.
- Strong communicator and able to win hearts and minds through written and spoken word.
- Insatiable networker keen to find and build new relationships.
- Strong financial acumen and ability to manage budgets.

Desired But Not Compulsory

- An understanding of youth demographics or a specialist interest and experience in EDI.
- Experience working in a fully-remote position.
- Experience managing a large number of freelancers.



QUALITIES AND VALUES

- You thrive in a fast-paced, youthful environment
- You are a self-starter
- You are ambitious
- You have a high standard of yourself and others
- You are able to get a bit thrifty when needed
- You are highly organised – you will be able to prioritise and manage systems
- You are reliable – do what you say you'll do when you say you will
- You are determined and resilient – bounce back and find solutions
- You assess risks in order to innovate
- You are creative – thinks in, outside, upside down of the box
- You are socially-minded – you care about leaving the world in a better place
- You boast excellent writing and communication skills
- You have a growth-mindset – wants to develop and push outside of the comfort zone
- You see and believe in our potential and want to help us get there
- You can give directions clearly and you can take it too

BEATFREEKS VALUES

BE BOLD

- Take small risks often: iterate & replicate
- Speak up, even if it goes against the grain
- Trust your own process if you're the authority

BE IMAGINATIVE

- Be solution focussed
- Be receptive to people's thoughts & feelings
- Go above and beyond
- Don't settle for the status quo

BE CURIOUS

- Don't get too comfortable
- Figure out stuff for yourself as much as you can
- Get informed about things in and outside of your 'world'
- Ask 'is there a better way?'

BE FREE

- Be open to perspectives that aren't your own
- It's okay to express who you are
- Work in a way that suits you best and that helps others to do the same
- Bring all of your experience with you





CONTRACT

Optional 4 or 5 days a week pro rata on a permanent or fixed term contract depending on preference. Immediate start.

HOURS

Flexible (office hours are 9 - 5pm UK time).

LOCATION

Remote.

SALARY

£45-60,000 per annum, plus opportunity for bonus based on business performance.

HOLIDAYS

30 days (including bank holidays) of annual leave pro rata plus bonus days allocated by the company annually.

BENEFITS

Flexible working model
WFH Tech Setup Provided
Wellbeing support
Additional, discretionary days off around Christmas and your birthday.



APPLY

Key Info

Deadline for applications is
Wednesday 8th November, 11 PM.

Interviews for shortlisted candidates will take place on Zoom. There is a possibility that the second interview could be face to face.

The role is due to commence ASAP after the offer has been made, but we can be flexible with the start date depending on prior commitments.

How to Apply

Send a CV (including two references) and **short covering note** in your style and choice (covering letter, video, voice note, presentation - whatever you prefer, but no longer than 500 words/3 minutes) that highlights why you're a fit for the role to martha@anisamorridadi.com, with **Director of Client Relationships and Operations** in the subject line.

Hiring Policy

We're not just committed to being an equal opportunity employer, we actively celebrate diversity in all its forms.

We actively welcome and want to hear from applicants who are marginalised. If you aren't sure if this is for you and are cautious about putting yourself out there (we've been there...) then why not have a chat with someone in the team first by contacting Martha at martha@anisamorridadi.com.

Let us know if we can do anything to make the application or interview process more accessible.

Please note, proof of the right to work in the UK and DBS check will be required.



QUESTIONS?

Martha Harrison (Executive Assistant)

martha@anisamorridadi.com