

Digital Producer

Client-facing digital delivery, account growth and continuous improvement

About ClerksWell

ClerksWell is an award-winning digital agency and trusted partner for organisations looking to improve and evolve their digital presence. We specialise in digital platforms, user experience, SEO, CRO and ongoing optimisation, helping clients launch, improve and grow their websites and digital services. Working across Umbraco, Sitecore and Optimizely, we support everything from platform upgrades and new builds to long-term continuous improvement programmes. We're a close-knit team with a genuine passion for digital, a strong sense of ownership and a commitment to helping our clients succeed over the long term.

The role

We're looking for a Digital Producer who combines strong client relationship skills with commercial awareness and delivery expertise. The role involves managing a portfolio of client accounts, identifying opportunities to add value and overseeing the projects and change requests that arise from those conversations. You'll be responsible for maintaining strong client relationships, driving successful delivery and contributing to the growth of your accounts.

Key responsibilities

- Manage a portfolio of digital projects, retainers and enhancement requests from inception through delivery and ongoing support.
- Monitor project profitability, invoicing and resource utilisation across your portfolio.
- Act as the primary day-to-day contact for your accounts and maintain trusted client relationships.
- Identify opportunities for additional work, define solutions with internal teams, prepare estimates and manage the resulting change requests through inception to successful delivery.
- Use AI and digital productivity tools appropriately to improve planning, reporting, documentation and delivery efficiency.
- Work with distributed teams across multiple locations and time zones.
- Lead client meetings, prepare agendas and document actions.
- Provide regular reporting, updates and recommendations to clients across your portfolio.
- Maintain project documentation including contracts, schedules, trackers and reconciliations.

What we're looking for

- Right to work in the UK (we are unable to offer visa sponsorship).
- 2–4 years' experience managing digital projects (not social), retainers and client relationships within an agency, consultancy or in-house digital team.
- Comfortable commuting to our London office 4-5 days a week (9am–6pm, with a 4pm finish on Fridays if working in the office)
- Confident and professional in client-facing situations.
- Able to manage several areas of work at one time, prioritise effectively, meet deadlines and respond positively when priorities change.
- Excellent communication skills.
- Enjoy working within a team of multi-skilled people in multiple time zones.
- Demonstrates curiosity and a solutions-oriented attitude, asking thoughtful questions and proactively conducting research where appropriate.
- Prioritises tasks effectively and seeks guidance when needed.

What we offer

- Full-time permanent contract
- Competitive annual salary, plus commission on your accounts
- 25 days annual leave + Bank Holidays
- Minimum of 5 training days per year
- Professional Development Plan with robust line management and mentoring
- Weekly staff lunch and office snacks
- Early finish on Fridays
- Private medical insurance
- Access to our subsidised holiday flat near Lake Como, Italy

If you're passionate about digital delivery and want to be part of a collaborative, creative team, we'd love to hear from you.

To apply or to find out more, please contact:

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