

Account Director (London)

Full-time, On-site, Hybrid (4 days in the office)

About ClerksWell

ClerksWell is an award-winning digital agency. We are a proud Umbraco Platinum Partner, Sitecore Silver Partner, and Optimizely Bronze Partner, a testament to the trust and value our clients place in us.

Our London office is a team of 10 although all together ClerksWell is a group of 35 bold and highly skilled individuals located across UK, India and Ukraine. Most of our employees have been with us for over 5 years (some for over 15 years) which speaks to the positive and supportive culture at ClerksWell.

About the Role

As an Account Director at ClerksWell, you'll be the trusted partner for clients undertaking large-scale digital projects - website builds, upgrades, complex integrations or long-term technical support engagements. You'll be responsible for leading strategic client relationships, driving revenue growth, and overseeing a small team of Account Managers. You will play a pivotal role in shaping client strategy, ensuring delivery excellence and contributing to the wider business goals of ClerksWell.

What You'll Do

Pre-Sales / Sales (Existing Clients)

- Deliver accurate revenue forecasts across your portfolio.
- Lead the development of tailored proposals and ensure high-quality submissions.
- Negotiate project renewals, contracts, and commercial terms.
- Drive repeatable revenue through upselling SLAs and retainers.
- Lead RFP and tender responses for existing clients.
- Identify and convert new opportunities within existing accounts, building a robust pipeline and delivering against annual revenue targets.

Account Management

- Build and maintain strong, long-term client relationships.
- Own all aspects of account management, including financial accountability and client satisfaction.
- Produce high-quality reports and strategic documentation for clients.
- Develop and execute strategic and tactical plans to help clients achieve their objectives.
- Act as escalation point for high-severity issues and ensure timely resolution.
- Communicate client and budget issues clearly to senior management.

Team Leadership

- Manage and mentor a team of Account Managers, ensuring high performance and client satisfaction.
- Conduct regular 1:1s and support the development of individual growth plans.
- Foster a collaborative and supportive team culture.

Business Management

- Create and present reports and insights to the senior management team.
- Build networks across client and partner organisations.

- Represent ClerksWell at industry events and networking opportunities.
- Contribute to the overall company strategy and business development goals.

What We're Looking For

- Minimum 5 years' experience in a similar role within a digital agency
- Proven experience with website projects or technical support contracts
- University degree (any discipline)
- Strong interpersonal and communication skills
- Commercially savvy with a knack for spotting opportunities
- Confident writing proposals and contributing to pitches
- Comfortable working in hybrid mode—our team thrives in the office, sharing ideas and backing each other up
- Unfazed by a commute to our London office to work in an open plan space at least 4 days per week
- Right to work in the UK – we are unable to offer visa sponsorship
- Experience working with technical teams and communicating effectively with non-technical stakeholders
- Enjoy working in a cross-cultural team across multiple time zones

What's in it for you?

- Competitive salary
- 2.5% commission based on invoiced revenue.
- 25 days annual leave a year plus UK bank holidays.
- Minimum of 5 training days per year covered by the company with additional training encouraged.
- Access to our company flat in Lake Como, Italy.
- Paid for team lunch once a week (mainly on Wednesday or Thursday)
- £1,000 – £2,000 referral bonus.
- Private medical and dental insurance.
- Paid for regular social events with a friendly team.
- Free Fruit and snacks. In the office.
- Finish at 4pm on Fridays if you are working in the office.

What We Value – and What You Embody

At ClerksWell, we're proud of our culture and the high standards we hold ourselves to. The right candidate for this role will not only bring experience and skill, but also reflect the values that make our team exceptional:

- **Commercially-minded** – You understand the business impact of your decisions and always look for ways to add value.
- **Strategic** – You think beyond the day-to-day, helping clients and the agency plan for long-term success.
- **Popular with clients** – You build trust quickly and become the person clients want to call.
- **Respected by our team** – You collaborate with integrity, and your colleagues know they can count on you.
- **Won't quit** – You're resilient, resourceful, and see things through.
- **Won't cut corners** – You take pride in doing things properly, even when it's harder.
- **Competitive** – You're driven to win, whether it's a pitch, a project, or a client's confidence.



- **Client-first mindset** – You see things from the client's perspective and act in their best interest.
- **Loyal** – You're committed to your team, your clients, and the work.
- **Diligent** – You're thorough, detail-oriented, and always prepared.
- **Striving for better** – You're never satisfied with "good enough" and always look for ways to improve.

Get in touch

For more information or to apply for this role, please contact Sasha de Speville, Chief of Staff – s.de-speville@clerkswell.com.