



Client Services Director London

We are Fisher

We create events that surprise, delight and inspire.

Accredited with many of London's most renowned venues, our Royal Warrant attests to our rigorous attention to detail.

With over 34 years in the industry, Fisher have earned a reputation for delivering exceptional results for our clients, whatever it takes. From Fashion to finance, parties, conferences, global brand launches and billionaire weddings, Fisher make it happen.

Your purpose

This is a senior management role, responsible for growing profitable Fisher business with new and existing clients through effective relationship management and leadership of the Account teams who quote, resource and produce high specification events at Fisher accredited Venues and other locations.

It's also a strategic role at an exciting time while the Fisher offering to clients is evolving. A big part of this job will be to help develop the team's skills, pitch process and ways of working with clients to ensure seamless, premium quality at every point of contact with Fisher.

We have some incredible opportunities with big brands coming up to capitalise on and this role will be crucial to enhancing our offering to clients from creative concepts through to execution. This is a new position in the business and a brilliant opportunity for someone to use their experience to make it their own and be a part of the next phase of Fisher.

All about you

We're looking for at least eight to ten years+ experience of event planning and delivery at every scale. You must have previous experience of leading a team, developing business strategy and working with the leadership team to make positive change and deliver growth. You should also bring a wealth of pitch experience and harnessing business development with ideas to drive them forward.

Here's some of our 'love to haves' for this role...

Excellent commercial acumen, recognising opportunities to grow business and ideas to help make it happen.

Ability to communicate clearly and simply.

A can-do attitude and problem solver bringing fresh ideas to the table.

Won't wait to be asked, take initiative and inspire the team to do the same.

Analytical, able to manipulate data and interrogate budgets.

Examples of implementing growth plans, process reviews and revamping pitch process for previous agencies.

Your first 12 months

In amongst the day job, here are the big priorities for the first 6-12 months in the role.

Strategy. *Develop Fisher's strategic offering and help implement and train account teams to deliver.*

Business Development. *Entertain, inspire, workshop and engage with our top tier clients and venues.*

Live Work. *Review how we deliver for clients. Raise the bar, add value back and drive profitability.*

Winning Business. *Increase conversion and drive our new pitch process.*

Team. *Build on Fisher's culture with new initiatives aligned with a more strategic and creative client offering.*

The day job in detail

Here's a few more fundamentals for the role.

Client Support

Management and accountability of key client relationships, across Fisher. Overseeing management of projects with team from conception through to delivery, overseeing creative, and strategic approach of pitches. Getting under the skin of client strategy to ensure message and objectives are being bought to life.

Developing client relationships and ensuring satisfaction hits and exceeds business targets. Driving and supporting Account Teams to maintain client relationships. Building and developing lasting relationships with existing and target clients. Fulfilling business development plans for all existing growth target clients, focusing on growth targets and margin targets.

Business Development

Working across Fisher Group to identify opportunities of cross selling and business development opportunities. Fulfilling on business development plans for all existing growth target clients, focusing on growth targets and margin targets.

Account Team Process

Developing client proposals to include a strategic approach to the brief and explore potential routes to support with event content.

Ensuring client events and creative campaigns stay true to their objectives, ensuring our creative approach is engaging and relevant. Building in measures where possible to ensure clients can see ROI on all manner of campaigns.

New Business

Working with our marketing team to support marketing and new business campaigns. Attending new business meetings and leading big pitch opportunities. Member of the Leadership Team, working together to manage strategic direction of the agency.

Work and play at Fisher

We live and work by our values; Reliability, Excellence, Creativity, Sustainability, Innovation and Fun. We are a passionate team with a vast array of talent from creatives and producers to production managers, set designers, stylists, copywriters and technical geniuses.

Our team are immersed in the industry and take creative inspiration from everything around us from art, design, fashion, nature, technology, science, history, trends and any experiential or must-see experience we can get in to.

As a member of the fisher family you will be part of all this...

Fun, fast paced, vibrant workplace in South London.

Culture club; opportunity to pitch for £200 every month to spend on a unique personal experience.

Inspire and share at tip of the week and supplier showcase sessions.

Fisher renowned venues party, freelancer barbecue and venue promos galore.

Welcome drinks, seasonal parties, sports days and games nights.

Competitive salaries, 4% pension, discretionary bonus scheme.

Perkbox shopping discount card including travel, cinema, food and drink, insurance and fitness.

25 days leave, life assurance and Employee Assistance Programme.



How to get the gig

If this sounds like the opportunity you're looking for, please email your CV to lucyw@fisherproductions.co.uk.