

# Account Executive – Intern

Job Title: Account Executive– Intern

Responsible to: Account Manager / Senior Account Manager

## Overall description

Enthusiastic and keen to gain experience or start a career in the communications industry, you will have an interest in consultancy, development, infrastructure, government and how the public and commercial sectors work and interact. A good communicator with a willingness to learn from the ground up, you are responsible for day-to-day office administration at the same time as liaising directly with media, politicians, clients, businesses, community groups and local residents.

## You will

- Have a dedicated line manager to provide help and support and coordinate your workload/training
- Have the chance to shadow our account teams and develop your own portfolio
- Assist with office administration and provide project support
- Be given the opportunity to gain a solid understanding of the work Copper does and the sectors in which we work, working alongside account team members, attending meetings and events where appropriate and being encouraged to take part in extra-curricular company/industry activities
- Have an opportunity to be interviewed for a permanent role at the end of the internship should a role be available and you are a suitable candidate. If no position is available, we would support you in finding employment elsewhere.

## Key responsibilities

- Supporting the account management team
- Day-to-day office administration
- Liaison with suppliers and contractors
- Taking phone calls/monitoring emails, logging details and resolving/escalating queries/issues
- Creating databases, data input and use of Copper systems
- Organising and attending meetings and taking minutes and actions as required
- Formatting documents and progressing them through approvals process
- Mail merges, mail registers and mail drops
- Desktop research
- Monitoring media and social media/political/community issues for clients and projects
- Producing weekly/monthly reports and other project documents as required.

## Cultural requirements

- Ownership: take pride in your work and responsibility for its quality and timeliness; you will be expected to highlight any problems or issues to colleagues; take collective responsibility for the team
- Integrity: At Copper we act openly, honestly and ethically at all times
- Innovation: We are open to new ideas; embrace change; welcome new ways of working and are always looking for opportunities to improve working practices and systems
- Team spirit: Copper has a strong team ethic and we encourage you to be part of the team.

## Skills requirements

- Strong verbal and written communication skills
- Attention to detail
- Good telephone manner; an aptitude to manage challenging people
- Experience with MS Word, Excel and PowerPoint
- A “can-do” attitude, flexible approach.

## Experience to build on

- Previous experience in one or more of the following would be an advantage: consultancy, communications, public affairs, media, planning and development, infrastructure.

## Knowledge to build on

- An understanding or an interest in infrastructure and development (public sector and commercial)
- Client and account management: awareness of the need for good client and contractor relationships and account management
- Understanding of office systems, internal and client reporting requirements
- People management: awareness of team-working
- Communications: awareness of principles, channels and techniques; tone of voice, messaging, writing styles; measurement of effectiveness
- Stakeholder engagement and consultation: awareness of principles, channels and techniques
- Media relations (including social media): awareness of the different types of media channels, the role of journalists and what makes news
- Public affairs: awareness and understanding of the different levels of central and local government and the roles of elected representatives
- Planning: awareness of the planning processes for local authority planning applications (TCPA 1990) and nationally significant infrastructure projects (Planning Act 2008).