

INKPACT.

Client Growth Manager (Account Manager)

About Inkpact

Inkpact is entering a transformative stage of growth.

For the past 10 years, we have helped some of the world's most loved brands including Victoria Beckham, Varley, ME+EM, Space NK, Net A Porter and Waitrose build deeper customer relationships through beautifully executed, highly personalised handwritten notes and gifting campaigns delivered at scale. We combine technology, logistics and human craftsmanship to create meaningful physical touchpoints that drive loyalty and retention.

We have sent millions of pieces of mail, learning what truly drives response, emotional connection and long term customer value. Our foundation is rooted in behavioural science and the power of tangible human connection in an increasingly digital world.

Now we are stepping it up. We are disrupting the direct mail space by building what we believe will become the Klaviyo for direct mail. A data led, technology enabled platform bringing automation and measurable performance to physical mail.

This is an exciting time to join a fast growth team redefining a traditional industry.

Role Overview

We are looking for a commercially minded and client focused Client Growth Manager (Account Manager) to support the growth, retention and expansion of our client portfolio.

This role is ideal for someone with 2 to 3 years experience in account management, client services or CRM who is ready to take on more ownership in a fast growth environment.

You will manage day to day client relationships, ensure campaigns are delivered successfully and identify opportunities to grow accounts. You will work closely with the CEO and wider team to support strategic initiatives and contribute to the commercial success of the business.

Key Responsibilities

- Act as the day to day lead for assigned client accounts
- Build strong, trusted relationships with marketing and CRM teams
- Identify upsell and cross sell opportunities across products and services
- Support contract renewals and commercial discussions
- Manage timelines, deliverables and internal coordination

- Ensure campaigns are executed accurately and on time
- Monitor campaign performance and support reporting
- Maintain an analytical mindset and comfort working with data
- Support leadership on strategic initiatives when required

Experience and Profile

- 2 to 3 years experience in account management, client services, CRM or marketing
- Strong client relationship and communication skills
- Experience managing multiple projects simultaneously
- Organised, detail oriented and delivery focused
- Commercially aware with confidence discussing growth opportunities
- Ambitious and eager to grow into a more senior strategic role