

Role Title: Client Marketing Manager / Junior Client Partner

Team: Client Services / Delivery

Reporting to: Client Services Director

Salary: From £30,000 per annum DOE

Location: Blyth Workspace, Commissioners Quay, Quay Road, Blyth, NE24 3AF

Working hours and contract: Full time or part time and permanent position (optional flexible hours)

Availability: Immediate.

Please send your CV, portfolio link and covering letter highlighting why you want to work at Horizon Works to hello@horizon-works.com by Wednesday 17th June 2026

Background to company

Horizon Works is based on one of the UK's leading renewable energy hubs - Blyth!

The company supports innovators in complex industries with cutting edge marketing that allows their products and services to be recognised and adopted globally. It works with a range of innovation and technology led businesses that are creating solutions of worldwide importance.

It works with regional, national and international clients in sectors including manufacturing, engineering, life sciences, technology, offshore wind and renewables, automotive and defence.

Horizon Works offers a wide range of integrated marketing services including strategy, PR, design, digital, website development, SEO and animation, and supports regional, national and global organisations. For more information, visit www.horizon-works.com

Role Purpose

The Client Marketing Manager supports the management and growth of Horizon Works' client relationships. This role focuses on learning how to deliver a great client experience, building strong relationships, and supporting account growth over time.

You will work closely with senior team members to understand clients' goals, help coordinate delivery, and contribute to high-quality marketing that supports clients' success.

What this role is accountable for:

- Help manage day-to-day client relationships across a portfolio of accounts.
- Support the delivery of a high-quality client experience.
- Assist in maintaining strong client relationships through regular communication.
- Support the identification of opportunities to grow accounts (e.g. upsell or additional work).
- Help prepare and update client development plans.
- Work closely with delivery teams to support the successful delivery of projects.
- Monitor client feedback and flag any risks or concerns to senior team members.
- Contribute to internal discussions by sharing client insights and observations.
- Support new business activity when needed (e.g. research, preparing materials, health checks).

Values and expected behaviours

The Client Marketing Manager demonstrates Horizon Works' values as they grow into the role:

- Passion – Show curiosity and interest in clients and their industries.
- Ownership – Take responsibility for your tasks and follow them through.
- Collaboration – Work well with colleagues and support team success.
- Positivity – Be approachable, proactive and solutions-focused.
- Inspiration – Be open to learning and helping clients think creatively.

Key relationships

Internal:

- Managing Director.
- Client Services Director.
- Client services/delivery team.
- Business development and marketing manager.

External:

- Clients (initially with support).
- Industry partners and contacts.

Performance framework

Client support and impact

- Clients feel supported and receive timely, helpful communication.
- Tasks and deliverables are completed to a high standard.
- You build confidence in working directly with clients over time.

Relationship development

- Growing understanding of client needs, goals and challenges.
- Regular, proactive communication with guidance from senior team members.
- Developing confidence in managing small interactions independently.

Delivery and collaboration

- Work effectively with delivery teams to keep projects running smoothly.
- Provide clear updates, notes and feedback on client work.
- Stay organised and keep tasks moving forward.

Contribution to growth

- Spot and share opportunities or ideas that could benefit clients.
- Support preparation of proposals or client materials.

- Contribute to team learning and continuous improvement.

Role requirements (High Level)

Education and formal qualifications

- At least 4 years in a similar mid-level marketing role.
- A Levels, HND, BA (Hons) or equivalent Marketing qualification.

Experience and knowledge

- Experience or strong interest in marketing, PR, communications or client services.
- Good communication and organisation skills.
- Eagerness to learn about client relationship management and account growth.
- Ability to work collaboratively and take feedback on board.
- Alignment with Horizon Works' values.

Progression indicators

You are ready to progress when you:

- Confidently manage smaller client accounts or projects independently
- Build trusted relationships with client contacts
- Spot opportunities and contribute to growing accounts
- Show strong understanding of marketing and client needs
- Take ownership of work and deliver consistently high quality

Development and review focus (annual / ongoing)

- Progress in managing client relationships.
- Growth in confidence and communication skills.
- Contribution to team success and delivery quality.
- Ability to identify and support client opportunities.
- Living Horizon Works' values in day-to-day work.

Scope and flexibility

This role profile supports performance management, capability development and progression planning. As Horizon Works grows, this role may evolve to a more senior Client Partner, while remaining grounded in our purpose of championing innovators and driving global impact.

General

The content of this job description is not exhaustive and there will be an expectation of flexibility in undertaking responsibilities in keeping with the needs of the business and in accordance with the overall business strategy.

Additional information

- Holidays – 22 days holiday per year in addition to the 8 public holidays. The holiday year runs from 1 January to 31 December.
- Additional holiday - an additional day is accrued for every two years in the business.
- Birthday off work – birthday off work (outside of holiday entitlement)
- Flexible working hours – although your contract states 9-5.30pm with 1 hour for lunch, we operate a more flexible schedule depending on individual needs (discussed and agreed on an individual basis).
- Pension – you have the option to opt in or out once your probationary period has been successfully completed. The company contributes 3%.
- Personal development plan – after your probation, a plan is created with objectives for the year which includes training and development requirements.

Culture is important at Horizon Works which is why we organise a range of other activities and initiatives:

- Good Vibes Programme – monthly schedule of ‘at work’ events and activities, including community and charitable. We understand that it’s difficult for everyone to commit to time outside of work.
- Celebrate occasions (Halloween dress up and themed buffet, Christmas jumper day, games, secret Santa and buffet, etc.)

- Wellbeing day – a day off to recharge your batteries and come back to work with a clear mindset.
- Volunteer day – a day off to do something that will impact people, the environment or community.
- Yearly summer afternoon garden party – social event for the team in working hours 11.30am – 5.30pm.
- Festive afternoon lunch – social event in working hours 12-6pm for the team.
- Yearly strategy day – a day for the team to contribute to the company’s strategy and future. This is mixed with a team building activity.