

Who We Are

Founded in 2020, Catnip is a digital communications agency helping to make the world a better place. Headquartered in the UK with a recently established presence in the US, our clients work at a regional, national and international level on brilliant causes that make us genuinely proud to be involved.

We love to work in partnership with our clients to design and deliver impactful multi-channel campaigns that raise awareness, build communities and drive change.

Our enthusiasm and expertise in reaching, mobilising and enabling millions of people around the world to make a genuine difference is why our client list is growing. We're looking for a new Catnipper to join our team and make us even better.



Role Description

We are hiring for an Account Manager to join our small but mighty team. This role sits at the heart of how Catnip runs day to day - you'll be the one keeping client work, content production, strategy, and everything in between co-ordinated, on time and all moving in the same direction.

This is a great role for someone with previous agency experience who is looking for a position that offers a new challenge with room to grow.

You'll work across multiple nonprofit and charity clients, supporting our specialists and senior leaders to bring digital strategies and communications to life. You will lead on client communications, account management, and act as a guiding resource for our Account Executive.

Key Responsibilities

- Management of high quality relationships with our clients
 - Own the day-to-day client relationship by running weekly check-in calls, signing off on agendas and action items, reviewing and refining client communications, and handling trickier conversations around scopes, budgets and timelines.
 - Lead on client presentations
 - Be the first point of contact and escalation for your clients, getting ahead of any concerns before they need to be addressed by the Account Director
 - Oversee onboarding processes for new clients, ensuring a successful relationship from the start
- Keeping the work on your accounts moving

- Track action items and check in with the Account Executive (AE) on status and any challenges that need to be addressed
- Keep timelines on track through content calendars and internal documents
- Work with the Account Director to agree scope, budgets, and timelines with clients
- Work collaboratively with team members to ensure smooth output and strong internal working relationships
- Supporting content for our clients
 - Support big projects for our clients through reviews and additions to takeaways and recommendations
 - Contribute to social-first creative thinking, bringing new ideas, trends, and formats into content planning sessions
 - Review content for communication channels to ensure it is up to Catnip standards and ready for client review, providing constructive and informed feedback to the team for any necessary revisions
 - Provide hands-on support for bigger projects in which copywriting and some graphic design skills (in Canva) would be necessary
- Administrative Duties
 - Track your time across client accounts accurately (we use Toggl)
 - Keep an eye on our hours against budget and flag any risk of overages with the Account Director
 - Act as a resource for our AE through providing constructive feedback on deliverables, sharing guidance, and identifying opportunities to empower them on the accounts

About You

Essential

- Previous work experience with an agency, ideally digital, social media or similar
- Demonstrable experience in digital marketing (organic or paid social media, influencer marketing, community management, email campaigns, etc.).
- Strong understanding of social platforms (e.g. Facebook, Instagram, LinkedIn, YouTube) and their best practices.
- Excellent written and spoken communication skills, enabling clear, engaging, diplomatic and boundaried relationship management
- Proven ability to juggle multiple priorities at a time, while maintaining acute attention to detail
- Genuine interest in the causes we work with, and emotional intelligence when handling sensitive content. Some of our clients work on issues like mental health, homelessness, and conflict-affected communities, so the work needs care, political and cultural awareness, and the ability to drive action.

Desirable

- Experience working with nonprofits, charities, or purpose-led brands.
- Experience managing junior members of staff

- Familiarity with social media management and design tools (we use Sprout Social and Canva)
- Familiarity with digital organisation tools like Asana, Monday, Notion, Trello

The Details

- Salary: £30,000-£35,000, depending on experience
- Fully remote, working from anywhere in the UK
- 37.5 hour week with flexible working hours. However, occasionally this role may require work outside the typical working hours of 9am-5pm to accommodate meetings with our US clients
- 28 days annual leave, which includes the current statutory bank holidays.

How to Apply

Send us an email at meow@catnipcomms.com with the following attachments:

- Your CV
- A short cover letter outlining your previous, relevant experience and telling us why this role interests you
- If you have it, a link to your digital portfolio or any links to previous work

The application deadline is 11:59PM BST on Monday August 24, 2026. The first-round of interviews will take place the week of August 24, 2026.