



Account Director (Sustainable Events) - Job Description

About us

Legacy is a B-Corp certified sustainable events agency based in Oxford. We work with clients who want their events to matter: universities, international organisations, tech companies, and forward thinking corporates.

We have built our reputation on being straight talking, exceptionally well organised, and genuinely committed to making the events industry better. We are small enough to care about every detail and experienced enough to handle complex, high stakes projects.

Role overview

You will own client relationships from pitch to post event review. That means being the person our clients trust to make things happen, the one they can rely on when things get complicated, and the strategic partner who helps them think through what success actually looks like.

Day to day, you will manage a portfolio of clients, ensuring we deliver work that meets their objectives and exceeds their expectations. You will lead project teams, spot problems before they become crises, and translate client needs into clear briefs for event managers, designers, and specialists. You will write proposals that win work because they show we understand what clients actually need, not just what they have asked for.

This role combines strategic oversight with hands-on event management, working closely with the operations team to deliver exceptional events that align with both client objectives and Legacy's values. You will be responsible for making sure clients stay with us, that they come back for more projects and that they recommend us to others. That means understanding their business, anticipating their needs, and being proactive about solving problems.

Key responsibilities

Strategic Leadership

- Own client relationships from pitch to post event review
- Identify opportunities for account growth and new business within existing clients
- Write proposals that win work by demonstrating real understanding of client needs
- Contribute to company growth strategy and business development
- Represent Legacy at industry events and client meetings
- Bring fresh ideas and challenge the status quo to improve how we work

Event Management

- Lead project teams to deliver events that meet objectives and exceed expectations
- Manage multiple projects simultaneously, ensuring deadlines and budgets are met
- Translate client needs into clear briefs for event managers, designers, and specialists
- Spot problems before they become crises and implement solutions quickly
- Oversee budget management, supplier negotiations, and contract administration
- Ensure all events meet Legacy's sustainability standards

Client Relationship Management

- Be the person that our clients trust to make things happen
- Understand client businesses, anticipate needs, and solve problems proactively
- Act as the main point of contact for clients during the event cycle, from onboarding through delivery and post-event reporting
- Ensure client retention through exceptional service delivery
- Build relationships that lead to repeat business and recommendations

About You - Required Skills and Experience

Must-Have

- Minimum 7 years experience managing client accounts in events or related industry
- Track record of client retention, account growth, and delivering complex projects on time and within budget
- Strong project management skills with ability to coordinate multiple workstreams
- Excellent written and verbal communication: clear, persuasive, jargon free
- Commercial awareness: understand margins, negotiate effectively, balance client satisfaction with business sustainability
- Able to work well with people at all levels: senior executives, delivery teams, suppliers
- Organised, able to stay calm under pressure, adaptable when plans change
- Ability to work independently while maintaining high standards
- Problem solving mindset with flexibility to adapt to changing circumstances
- Assertive communicator who can have difficult conversations when needed
- Team player who collaborates effectively with colleagues
- Reliable and consistently delivers on commitments
- Up to date passport and ability to travel both nationally and internationally

Valuable

- Experience using project management tools like Asana
- Understanding of event sustainability practices and environmental reporting
- Existing relationships with organisations who could benefit from working with us

Personal Qualities

- Proactive, self-motivated approach with high energy levels
- A natural relationship builder with the ability to quickly build rapport and turn connections into long-term partnerships
- Is motivated by the potential to put their own creative stamp on events
- Genuine passion for sustainability and the power of events

Most importantly of all, you are enthusiastic, you have integrity and you have a genuine interest in making a positive impact on the world.

Benefits and Perks

- Salary of £50k per annum
- Proud 4 day working week employer (Tuesday to Friday)
- Flexible working environment, with sustainability and wellbeing as key priorities;
- Remote-first approach with occasional in-person team meetings
- B-Corp certified employer
- Collaborative team environment focused on making a positive impact

Diversity, equity and inclusion

We believe different perspectives make us better at what we do, and we actively welcome applications from people of all backgrounds. We design events that promote access and celebrate diversity, and we apply the same principles to how we hire and support our team. If you need any adjustments to the recruitment process, let us know.

To apply

Send your CV and cover letter to hello@legacy-events.com, explaining why you are right for this role and what you think about how events should be run.

The deadline for applications is Wednesday 21st January 2026 at 17.00 GMT.

First interviews will take place in the week commencing 27th January 2026.

Applicants must be eligible to work in the UK.