



Hosted Relationship Executive/ Account Manager (German Speaking) Hosted

- **Location:** Brighton and Hove
- **Working hours:** 35 hours per week with a great flexible working policy (hybrid working with a minimum of 3 days in the office)
- **Salary:** Up to £35k DOE
- **Must be Fluent in German.**

Who are IMEX?

We deliver two vibrant trade shows each year for the global meeting and events industry. IMEX Frankfurt and IMEX America (Las Vegas) each attract over 15,000 participants every year. We facilitate face-to-face business meetings between exhibitors (who include international hotel chains, convention bureaux, destination management companies and tech providers) and meeting and event planners. Our popular education programs of 250-plus sessions are a highly valued part of the show experience.

We live and breathe our values and love where we work! We're so excited we've been ranked top 10 in the Sunday Times Best Places to Work Awards 2026 for the second year in a row, which we're extremely proud of!

Role Overview:

This role is responsible and accountable for delivering and supporting buyers to IMEX events through outstanding relationship development, industry knowledge and contacts. The role requires a proactive and confident approach to building new relationships as well as developing existing ones with the aim of proactively attracting more and new buyers to IMEX events.

In addition to managing your own relationships and buyer groups this role also provides generalist support within the hosted buyer team and support to the customer service team during peak periods. This role will require you to be able to understand, support and action key aspects of the hosted buyer management such as generating new business, dealing with new enquiries, have full understanding and be able to action our hosted buyer reimbursements, support relationship management and be able to take initiative in supporting key admin tasks.

This role will focus on supporting the DACH region and wider European markets, developing intermediary partnerships and expanding buyer networks to support growth across IMEX Frankfurt and IMEX America. The



successful candidate will contribute to market development and buyer engagement activities while ensuring exceptional relationship management standards.

The role will require a high level of attention to detail, organisation and time management, as well as having fantastic customer service to build relationships with our valued hosted buyers.

Key Tasks:

- Support the team with management of specific hosted buyer groups, including approvals, setting up new groups and refunds, registering of intermediaries and making group changes when required.
- Attend industry events and demonstrate awareness and understanding of current issues and trends in the business events industry. Identify ways of using this knowledge to seek out new opportunities to increase buyers for the hosted buyer programme.
- Begin to build your own industry presence in key market sectors and areas.
- Deliver excellent client care through an in-depth understanding of intermediaries and buyers, what are their needs are and how to work with them effectively.
- Demonstrate that you can develop a new hosted buyer group to achieve success.
- Assist the Customer Service team in peak periods to manage the IMEX in Frankfurt and IMEX America mailboxes - answering buyers' questions via outlook where able or passing on to the relevant person to assist.
- Become competent at using IMEX systems and a willingness to learn and test new innovative technology.
- Ad Hoc Support the Customer service team with the itinerary approvals in CRM as part of the reimbursement process.
- Ensure you are keeping the in house IMEX systems up to date with communication updates from all clients.
- Manage group expectations and deliverables including hosted buyer group size, travel and accommodation options and plan accordingly.
- Reconcile and complete all administrative tasks associated with your hosted buyer groups.
- Managing administrative tasks required by the relationship management team on an ad hoc basis.
- Take an active role on site in Frankfurt and Las Vegas – supporting the team and company where required.
- Support the development and management of hosted buyer and intermediary relationships across the DACH region and wider Europe.
- Assist in identifying and developing new buyer recruitment opportunities, intermediary partnerships and growth sectors within key European markets.
- Conduct proactive follow-up and relationship nurturing activities with buyers and intermediaries to maximize engagement and conversion opportunities.
- Work closely with Relationship Managers to protect and grow strategically important accounts and support regional growth objectives.



- Support the transfer, retention and development of market knowledge, intermediary relationships and buyer programme expertise within the Relationship Management team.

Skills:

- Excellent communicator with an opportunistic mindset who thrives on new connections and collaboration.
- Highly organised with a proven high level of attention to detail
- Adaptable, calm under pressure and able to take initiative to support the hosted and customer service team and multitask while managing their own time efficiently with awareness of tight deadlines.
- Understanding of account management and delivering high level service to customers and clients
- Excellent system management experience and capable of taking on new system challenges and learnings.
- Be happy to support in key administration tasks within the hosted buyer journey and put 100% into working with the team to get us to where we want to be.
- Strong relationship-building skills with the ability to establish trust and credibility with buyers, intermediaries and industry partners.
- Commercial awareness and an ability to identify growth opportunities and develop new business relationships.
- Confidence in managing multiple stakeholder relationships across diverse European markets and cultures.
- Ability to balance operational delivery with proactive business development activity.
- Understanding of, or interest in, the DACH region and European business events landscape, ideally with German language skills

Who are you?

- Enthusiastic, adaptable with a “can do” attitude.
- A fast learner who is keen to take on new challenges.
- Organised and efficient with a keen eye for the detail.
- A self-starter with the ability to proactively research new hosted buyer opportunities independently using a wide variety of sources.
- A strong team player who values collaboration and understands its importance in driving business success
- Curious and keen to learn about IMEX, our industry and all aspects of the role, taking initiative to take on new challenges and thrive on an ever-changing work environment.
- A high level of organisational skills is required including the ability to meet deadlines and work on multiple projects simultaneously – especially during busy times in the lead up to the shows

