

DEFRA TMP Account Team



Oliver Tranfield
Client Relationship Director
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Oliver works strategically with clients, spotting opportunities to explore alternative routes to market and identifying ways of making cost efficiencies. He will work closely with your account team and the wider TMP team, to present and deliver solutions that match your needs.



James Skeete
Account Director
07712 301474
James.skeete@tmpw.co.uk

James works closely with Amanda and the wider TMP team to present and deliver solutions whilst supporting and overseeing all larger DEFRA projects, volume campaigns, harder to fill roles, creative briefs and all other work that requires and more mid/long term approach or a more strategic viewpoint.



Amanda Strange
Client Manager
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Your Client Manager Amanda is your main point of contact for larger volume campaigns, harder to fill roles, creative briefs and all other work that requires a more mid/long term approach or a more strategic viewpoint. She will be available for taking briefs for the more complex advertising needs you may have, as well as managing the review meetings whether face-to-face or over a telephone conference.

Your Dedicated Account Exec Team

DefraRequests@tmpw.co.uk

Your Client Executive team takes care of the day-to-day elements of your business; they will give media advice, receive advertisements, provide quotes and ensure you receive proofs of your advertisements for approval. They are the main point of contact from a day-to-day/more transactional perspective and will ensure that the wider team is kept abreast of core activity and any opportunities that may require an alternative approach.

TMP escalation path

We hope that you never/rarely need to use this, but understand that at times, you will have a need that requires urgent attention. TMP are committed to working with you to impress your customers and the following escalation chart will help support that goal.

In an instance that you need to escalate a concern or project query, please see the following steps/stages to ensure your escalation hits the right TMP team:

