

ROLE PROFILE

ACCOUNT MANAGER

Vacancy:	Account Manager
Reference:	AM/LSB/04/2024
Contract:	Permanent
Hours of Work:	Full Time (36.25 hours per week, Monday to Friday)
Salary:	£30k-£40k base p/a plus bonus and commission
Reporting to:	Senior Account Management
Location:	Hybrid Working between home and our Lisburn office (Northern Ireland)

At Xperience we deliver business efficiencies through Digital Transformation.

We put our clients at the heart of everything we do, helping them create better, faster processes, build stronger customer relationships, strengthen data security, accelerate profitability and position them for growth. That's why we've got over 1,400 clients who are more efficient, more productive and more profitable just because they work with us. And it's why 95% of our clients say they would recommend us. But really, it's our people that make the difference at Xperience. They have the expertise and ambition to collaborate with our clients to guide them towards the optimum solution. Together as a team and through partnerships with world leaders in technology, we provide smart solutions that provide real digital transformation in businesses, including Cloud, ERP, CRM, Managed IT, and Cyber Security.

About the role

The primary purpose of this role is to deliver upon the company's annual commercial plans. This will involve close collaboration with the Director of Account Management and Sales Directors (Business Applications and Cloud & MIT) and Director of Account Management and to deliver upon the wider Commercial strategy.

This role is based on managing the customer relationship on behalf of Xperience, ensuring maximum customer retention, growth, and customer satisfaction. Account Managers will also be expected to support other members of the Commercial Team. This may include, but not be limited to, attending meetings, preparing quotations, processing orders and renewing contracts.

The role is telephone and client facing, engaging regularly with our clients to provide business solutions, through a consultative sale, owning the investigation and resolution of client issues.

This is a great opportunity to join a fast paced, rapidly growing company with big ambitions for the future. You'll be joining a collaborate and supportive culture where career development is a key priority for us.

What you'll be getting up to on a day-to-day basis:

- Managing the day-to-day activity within the allocated existing client base being both reactive, and proactive in providing the best service

- Ensuring full utilisation of the CRM system to help deliver account strategies and key account listing compliance
- Maintaining the use of the Sales Assistance process within CRM, to ensure that any pre-sales requirement is logged enabling other departments to organise their time.
- Delivering upon the proposed sales targets, not only on an individual level, but also as part of the Account Management team
- Driving opportunities for Cross Sell and Upsell sales to generate additional revenue streams within the existing client base
- Managing new leads and opportunities through the sales process to facilitate accurate and reliable sales pipeline and forecast reporting
- Conducting fact find calls to understand the client needs/problems/goals, follow-up activities to support and close sales, and maintain processes and procedures to track activity
- Providing a pro-active and elevated level of customer service & management
- Managing the Contract Renewal Process, ensuring that all client contracts are delivering maximum profitability for the organisation, ensuring that renewal invoices are issued on time and that WIP is managed
- Focusing on customer retention achieving a net zero customer attrition of contracts
- Ensuring Accounts Plans are in place for Strategic and Growth clients to drive Cross-Sell and Upsell opportunities and to achieve maximum growth within the client base
- Working with the wider delivery teams, engaging them for pre-sales technical assistance when required and recording all engagement through the Sales Assist process
- Working with the Marketing Team to help develop marketing content, campaigns and lead generation activity
- Liaising with the Delivery teams to ensure a consistent and smooth handover of client projects from sale to delivery
- Proactively delivering ongoing client service improvement by engaging regularly with clients and be the escalation point for client issues either directly from the client or via the wider Commercial and Support teams
- Working collaboratively across departments and locations, demonstrating company values and behaviours
- Taking responsibility for one's own professional development, through continuous learning and provided training, to ensure that product knowledge is maintained.

Key Deliverables:

- Delivery of Sales targets
- Minimise customer and contract attrition
- Conduct customer reviews at regular intervals
- Review, and renew customer contracts
- Create and progress a sales pipeline to meet sales objectives
- Provide a consultative solution sale

Essential Criteria:

- Previous experience in sales / account management
- Proven ability to meet and exceed sales targets

- Strong influence and negotiation skills with key stakeholders at all levels of an organisation, including executive and C-level
- Proficient in Microsoft Word and Excel
- A willingness to travel across England to client sites
- Ability to live and work in the UK (unfortunately we are unable to sponsor visas)

Desirable Criteria:

- At least 3 years of experience in sales / account management
- A driving licence that allows you to drive in the UK and access to your own vehicle for business use, for travel to rural client sites, would be an advantage
- Industry sector knowledge of Cloud Computing, Managed IT services, ERP and CRM
- Experience in the use of Connectwise
- Experience of Microsoft Licencing and pricing

Benefits Package:

- 30 days annual leave plus 8 bank holidays
- 1 additional day's leave for your birthday
- Employer pension contribution
- Hybrid working
- Cycle to Work Scheme
- IT Purchase Scheme
- Access to Skillsoft Learning and Development Platform
- Employee Assistance Programme
- Referral bonus scheme of up to £1,500 when you successfully refer a friend

*T&Cs apply based on contract

Application Process:

To apply, candidates must submit a fully completed application form. CVs and covering letters will not be considered and should not be submitted. Click the 'Apply for this job' button below to begin the application process and download the application form template ready to complete.

Competencies required for role:

Building Relationships & Influencing

Considers and adapts approach based on audience to achieve desired result

Results Focussed

A results-orientated employee who sets challenging goals and achieves results, whilst prioritising tasks and overcoming obstacles

Client and Commercial Focus

Has good product awareness seen as a trusted advisor in the clients eyes

Judgement and Decision Making

Makes well informed, effective and timely decisions, applying logic and sound judgement based on coherent rationale. Considers impact of their decisions.

Xperience is an equal opportunities employer.