

Job Description

Key Account Manager (Enterprise UK&I, Service Management)

Short description of role

Develop a pipeline of sales opportunities within the Service Management Technology area in order to meet an agreed annual revenue target for the Enterprise sector. Maintain close relationships with customers, identifying further areas where company services may be of use. Execute the sales pipeline each quarter, providing weekly sales opportunity updates.

Key accountabilities

- Develop a pipeline of sales opportunities in line with the company's overall business strategy
- Execute agreed annual sales revenue, above the minimum profit margin within a Technology aligned vertical, focussed on Service Management
- Provide weekly sales and account development updates to the Sales Director actively and accurately utilising current reporting tools i.e. Salesforce and providing a full update at regular Enterprise Sales Team meetings
- Maintaining relationships with existing customers through pro-active account management, identifying existing or upcoming needs, and making them aware of relevant service offerings

Responsibilities and duties

- Identify new business opportunities in Key Strategic Accounts and within Technology aligned vertical, focussed on Service Management
- Keep up to date with changes in customer buying patterns and specifically those that may impact revenue target and advise the management team
- Keep up to date with technology trends in the market and advise the management team
- Ensure Sales opportunities are accurately updated onto Salesforce on a weekly basis
- Arrange monthly customer account meetings to ensure that a high quality of service is being consistently delivered
- Work effectively with the commercial & business operations departments to achieve exceptional customer experience
- Work effectively with the marketing manager to maximise the effectiveness of sales & marketing campaigns
- Work effectively with technical teams to qualify or progress opportunities via pre-sales support

Person specification

- Develop Sales opportunities with the highest ethical standards
- High standards of professionalism, integrity, confidentiality and adherence to our company values
- A minimum of 5 years sales and account management experience within the UK Technology sector
- Reports to the Sales Director

Working environment

- UK&I coverage with time spent both on customer sites, at partner locations and at the company offices
- Significant travel required, with occasional time away from home
- Customer hospitality events may take place on evenings and weekends

Company Benefits

- Sales Commission Plan
25 days holiday per annum (pro rata, excluding Bank Holidays)
- Benefit options include (Contributory pension scheme, private medical Insurance, life assurance, health & wellbeing)
- Critical Illness Cover