

Global Account Manager

ROLE PURPOSE

This role reports to the Global Account Director within the Serviced Office Transactions (S.O.T.) department and the Managing Director Germany and is responsible for managing and developing a portfolio of key corporate accounts.

You will be identifying opportunities within new and existing accounts and developing profitable long-term relationships in line with the S.O.T. strategy to meet and exceed set revenue targets. Within the Instant Group you will be the go to person for the German speaking markets, as well as some of our key EMEA markets. The role is based out of our Berlin office on Friedrichstr. with regular travel within Germany and occasionally European cities.

KEY RESPONSIBILITIES

Client Relationship Management:

- Establish and develop existing and new accounts for your portfolio with a focus on driving client retention.
- Manage your pipeline to forecast sales and marketing opportunities.
- Maintain your own up-to-date list of named accounts in Salesforce, following through to conclusion and keeping accurate records / administration.
- Maximise and ensure repeat business from existing client base.
- Grow & develop clients through proactive account management.
- Develop and convert referrals from third parties and those received from colleagues.

Business Development:

- Manage and exceed your monthly, quarterly & yearly individual revenue target.
- Proactively sell to current clients.
- Support the Managing Director to onboard new, accounts.
- Educate clients on our range of solutions where relevant, including Managed & Portfolio alongside Serviced, and thus firmly establish The Instant Group as the preferred supplier.
- Create and maintain up to date Account Development Plans for your top clients.
- Drive business through Instant's channels in Germany, such as traditional Real Estate brokers and 3rd parties.

Reporting:

- Report and monitor sales activity and achievement to target on a weekly, monthly and quarterly basis to your Account Director.
- Create Account Development Plans to maximise revenue at local, national and international level for each target account.
- Develop Account Development Plans continuously to identify and pursue opportunities for cross selling within your existing client organisations, nationally and internationally.

BACKGROUND AND EXPERIENCE

- To be ideal for this role you will be a strong individual with a passion for selling and a track record in over target performance. B2B sales experience is a plus.
- Proven account management skills and a track record of developing a customer base.

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Excellent communication and presentation skills, with the ability to articulate the company's ongoing strategy and vision.
- Ability to measure your own performance, set goals, identify and overcome issues.

Job Description
[Job Title Here]

- Strong influencing and negotiation skills necessary to work with senior decision makers at Board level. ○
Thorough understanding of sales methods and practices.
- Ability to work in a team environment to achieve common goals and objectives.
- Self-motivated, focused and driven with a strong work ethic.
- Commercial awareness and business focused.
- Tenacious and trustworthy.
- Good networking skills.
- High personal energy.
- Confidence to network and entertain clients.
- Excellent negotiation, communication and social skills.
- English and German

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

- Organise & attend face to face client meetings
- Achieve set revenue targets
- Meet deal targets
- Regular review with Account Director to discuss ongoing performance

Key stakeholders

- External: Clients, Agents and Operators
- Internal: Accounts Directors & Managing Director Germany

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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