

GLOBAL ACCOUNT MANAGER

ROLE PURPOSE

This role reports to the Accounts Director within the Serviced Office Transactions (S.O.T.) department, 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 in order to meet and exceed set revenue targets.

KEY RESPONSIBILITIES

Business Development:

- Manage and exceed your monthly, quarterly & yearly individual revenue target.
- Proactively sell to current clients.
- 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 implement a sales strategy for your own accounts and industry sectors.

Client Relationship Management:

- Establish and develop 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 BD colleagues.

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.

Networking:

- Establish relationships with key decision-makers within client organisations in order to retain existing business and identify further revenue opportunities.
- Diarise and attend regular meetings with your clients, both formal and informal, with a view to strengthening the relationships.
- Establish and maintain strong relationships with industry peers and major corporate contacts necessary for ensuring the company's continued growth.
- Regular industry networking e.g. Professional Institutes, Events, Exhibitions and Commercial Agents.

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. Strong B2B sales experience is also key.
- Proven account management skills and a track record of developing a customer base.
- You will have developed and delivered presentations to management level.

KEY SKILLS AND COMPETENCIES

- 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.
- 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.

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

KPI's:

- 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 and Operators
- Internal: Accounts Directors & Corporate Development Director

WORKING AT INSTANT

A business is only as good as its people

Our team of experts combine their market knowledge with a real ability to listen to and work closely with our clients, establishing long-term partnerships and developing innovative solutions. All our people live and breathe our company values and our vision to support clients to grow and succeed.

It's not all noses to the grind-stone though; The Instant Group is a fun, dynamic and entrepreneurial place to work, where colleagues support one another and where the next social event is always just round the corner. We have achieved recognition as a great place to work, featuring in the Sunday Times Top 100 Best Companies to Work for four consecutive years and gaining three and two-star accreditation in the Best Companies award – among other accolades.

Established in 1999 The Instant Group has grown 23% every year for the past 4 years, has offices London, Newcastle, Berlin, Dallas, New York, San Francisco, Hong Kong, Kuala Lumpur, Singapore and Sydney and has big plans for the future. To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience, a client-centric mind-set and a sense of fun.

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

- We are passionately client focused 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

Many of our people have been at The Instant Group for a number of years and have made fast progress through the ranks. If you are looking for an exciting challenge in a company that is going places, we'd love to hear from you.

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.