

Job Title

Account Manager

Job Description

As an Account Manager, your responsibilities will include relationship and account management, organising and leading meetings with key stakeholders delivering presentations and managing procurements. You will also attend events on the company's behalf and identify potential new business opportunities. It will be your responsibility to set the sales strategy for your project and ensure that it meets its goals.

Duties of the job include:

- Building, maintaining and growing great relationships with all customers;
- Understanding the customers' business objectives and showing real returns on investments in order to grow our revenue lines;
- Building and maintaining large pipelines;
- Understanding the importance of accurate forecasting and delivering on them;
- Being able to manage and understand businesses of all sizes;
- Achieving individual sales targets as well as contributing to the success of the team;
- Becoming an industry specialist and relating that to your customers' needs;
- Becoming a trusted advisor with our customers in order for them to refer new business to the organization;
- Creating, running and delivering specific marketing campaigns into your customers;
- Carrying out any additional duties required;
- Assisting with ad-hoc duties – Management Accounts assistance;

Key Skills

- A proven track record of success in competitive environment;
- Experience within the healthcare industry is essential;
- You must be a keen collaborator;
- Excellent communication skills, both written and verbal are essential;
- Must be target-orientated, big dream motivated and have a competitive edge.
- Professional manner with a positive can-do attitude;
- Competency in Excel;
- Able to think on their feet and achieve results;
- A good communicator with both customers and staff alike.

GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES

The post-holder is required to familiarise themselves with all policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated
- Listen to and support others and make time to do so
- Seek, acknowledge and value others' experience and contribution

- Acknowledge others' beliefs
- Be courteous and considerate to all
- Treat others fairly and equally
- Be honest and trustworthy and act with integrity
- Encourage others to treat all staff with respect
- Challenge the behaviour of staff who do not show respect to other

CONFIDENTIALITY & DATA PROTECTION

The post-holder must maintain the confidentiality of information about Clients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times. The post-holder must comply with all company Information and Data Protection policies at all times.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for Clients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

MANAGING STRESS

The company has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All staff has a responsibility to act and follow all instructions to protect Clients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

EQUALITY & DIVERSITY

The company has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities for staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

EXPERIENCE REQUIREMENT

Minimum 2 years of experience in a healthcare role as an Account Manager.

DESIRABLE QUALIFICATION:

- Strong degree (2:1) in any subject and/or professional qualification;
- 4 - 7 years experience in research or professional services organisation, of which:
- 4 years experience in research-based project support role;
- 2 - 3 years healthcare sector experience is preferable.