



IMPACT

Account Manager

The small print...



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Overview

Impact is looking for an outstanding candidate who is excited by the opportunity to join our Account Management team and to develop and grow with us.

Account Managers manage and retain accounts through excellent customer service and relationship management. They are proud of their team, their value to the business and are excited about the organisation's future direction. In addition, our robust commercial strategies, meticulous project planning, and first-class solution delivery and evaluation will support the successful candidate to excel in their role.

Key attributes

What we are looking for in an Account Manager:

- High competence in project management and contracting
- Strong commercial awareness
- A focus on profitability, retention and growth
- Ability to establish trust and build solid relationships with colleagues and clients
- A service-orientated mindset to ensure clients feel happy and confident
- Strong influencing and negotiation skills
- Excellent communication, networking and presentation skills
- Evidence of tenacity and ability to achieve challenging performance goals
- Evidence of managing complex projects and working to tight deadlines
- A passion for people development and innovative approaches
- Robust, meticulous, and professional planning
- Openness to feedback and a drive to improve
- A sense of Impact's core strengths, products and solutions

Key responsibilities

- Ownership of commercials (agreements, contracts, pricing)
- Building strong trusted advisor relationships with clients
- Accountability for project planning
- Responsibility for operational excellence, including customer service, quality and profitability
- The leadership of the client service team (CST)
- Management of reporting and Master Service Agreements (MSA)
- Accountability for resource utilisation
- Sharing best practices, market intelligence and organisational learning internally
- Seeking out opportunities to consistently develop personal skills and knowledge for self and others
- Supporting the Project Management team on day-to-day operations of accounts

Success Criteria

The selected candidate will successfully manage a portfolio of clients and receive outstanding customer satisfaction feedback from both clients and internal stakeholders. In addition, the candidate will ensure accounts have a substantial profit margin and achieve retention and growth.

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Here's some stuff we're brilliant at:

- the money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and non-contributory pension scheme are all in there too.
- we're a Great Place to Work® – it's official!
- wellbeing – health insurance is included in your package
- inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the Impact Academy or externally) to learn, grow and progress in your career
- celebrating successes – no matter how great or small
- caring for each other – we always have each other's backs
- finding opportunities to support our local communities around the world
- adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website

