

Job description

Job title: Account Manager

What we're looking for

Uncapped earnings potential for an account manager with experience of selling to individuals and buyers in the B2B sector. You must be self-motivated, resilient, and driven to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients, actively seek new sales opportunities from warm leads and cold calling. Experience of the education / training sector would be an advantage.

Role summary

First 1-6 months	<p>The role will be focused on learning about our award-winning approved and accredited training courses, such as the NEBOSH certificate level programme, while you learn how to make sales using our CRE system to achieve introductory sales targets leading to the full monthly target after month 6:</p> <ul style="list-style-type: none">• Month 1: £10,000 Target• Month 2: £15,000 Target• Month 3: £20,000 Target• Month 4: £25,000 Target• Month 5: £30,000 Target• Month 6: £35,000 Target
Role revenue target	£480,000 annually, £40k per calendar month
Target client	<ul style="list-style-type: none">• Individuals (self-funders and employer-sponsored) and managers responsible for training spend• The role will require the individual to build relationships with existing customer accounts and establish new business from customers in the UK and internationally.
Sales cycle	0-3 months
Profile	<p>This individual has to be self-motivated and driven to generate sales of classroom-based and eLearnign courses through a combination of relationship selling, past buyers, warm leads and cold calling. The role is office-based with the requirement to visit clients face to face as required. The role requires energy, resilience and determination as you will be working autonomously to achieve sales targets. GCSE (or equivalent) Maths and English level C or above are required, ideally education to 'A' level or degree level.</p>



Role functions

1. **Meet sales target and other Key Performance Indicators**
 - Including the behavioural expectations set out below.
2. **Develop existing customer relationships**
 - Maintain and expand relationships within existing accounts through telephone contact, email and face to face contact.
 - Establish trusted advisor status with customers through regular contact and understanding their needs and objectives.
 - Proactively identify, manage and convert new sales opportunities.
3. **Develop new customer relationships**
 - Seek referrals from existing customers to develop new business.
 - Follow up on warm leads generated by marketing activity.
 - Generate leads through cold calling.
4. **As part of 1-3 this will require the person to:**
 - **Generate their own leads** by liaising with current or prospective customers through answering incoming calls, responding to online requests, making outbound calls to prospects, and utilising other telecommunications technologies.
 - **Utilise CRM systems.** Route high value / corporate sales leads to the business development team for follow up; document records by using CRM system, maintain the integrity of data by entering, verifying, and backing up information in the database; and ensuring the source of all contact is coded accurately for tracking purposes
 - **Communicate in writing with prospects and customers.** Advise customers on pricing, availability and product / service features in order to provide them with the best solution for their needs, from the product / service offering. This will involve sending email communications containing product and pricing information, and confirming sales where appropriate using signed electronic contracts.
5. **Reporting and measuring their performance** based on company KPIs.

Behavioural expectations for developing new and existing accounts

Phone calls: 50 outbound calls per day

Phone time: 1.5hrs per day contact telephone time

Meetings: 5 meetings per month

Referrals: 10 referrals (i.e. new leads generated from existing customers) per month

These numbers and activities may be revised over time

About us

International Workplace is an award-winning learning and development provider specialising in health and safety, environmental management, facilities management, human resources



and leadership and management. Our established client base includes well-known corporate brands in the facilities management, professional services, and education sectors, in the UK and internationally.

We provide training and advisory services to safeguard our clients' reputation and to improve the performance of their people. We are licensed by awarding bodies including CIPD, IEMA, ILM, IOSH and NEBOSH to deliver training in classroom and eLearning formats.

In this role you will be selling our award-winning portfolio of training courses to learners who want to advance their careers, and managers who are looking to improve the performance of their team and ensure their organisation complies with the law.

We have an office in central London, with our head office in Westwick, five miles north of the city with easy access to the A14, M11 and guided busway.

Summary package

Based at:	Cambridge
Reporting to:	Marketing and Sales Director
Salary:	£18K - 22k basic (depending on experience), OTE £30k+ uncapped
Status:	Permanent
Hours:	37.5 per week: 08:30-17:00, Mon-Fri, with an hour for lunch
Start date:	As soon as possible
Benefits:	Competitive package including pension

How to apply

Please send your CV with a covering letter or email (ref. **Account Manager**) to:

Sandra Wood
International Workplace
The Old Granary
Westwick
Cambridge
CB24 3AR

Email: sandra.wood@internationalworkplace.com

Or call us on +44 (0)333 210 1995.