

Role profile

Description of role and context

Job title	Account Manager UK		
Department/team	UK Sales	Hours of work	37.5
Line manager	KAD (for their respective division)	Line reports	n/a

Role purpose

This role will closely manage and develop a portfolio of new and existing clients focussing on a particular sector. The clients across your division, will be tiered based on last 12 month spend - your role will be to grow your clients up to the next tier and bring on new clients.

This role's purpose is to generate, close and facilitate sales opportunities spanning The Myers-Briggs Company's full portfolio of product and services.

How this role fits into the business

This role sits within the UK Sales team. This team has the largest revenue contribution to the overall success of the European side of the global business.

Key responsibilities

Sales

- To work in collaboration with the Key Account Director for the division, to drive sales revenue.
- Closely manage, develop, and support new and existing clients by employing a client focussed approach to increase the value of the portfolio in line with the agreed annual sales plan.
- Develop and implement account management strategies for all accounts within the portfolio that enable long term partnerships between the client and The Myers-Briggs Company.
- Plan and manage own workload by prioritising opportunities to manage both long term portfolio development and being responsive in supporting clients and developing client relationships.
- Attend at least 6 meetings per week and create meetings for future weeks with current and future clients.
- Outbound follow-up on marketing campaigns and product promotions.

- Create and manage pipeline of leads/quotes/prospects by monitoring and recording client activity accurately and consistently.
- Qualify and develop incoming leads and new business opportunities from sources within and outside The Myers-Briggs Company.
- Provide sales activity reports & data analysis.
- Salesforce CRM maintenance for records in sector, ensuring that records are up to date.
- Identify and maximise opportunities for continuous professional development in order to act as a trusted advisor and solutions expert for clients within sector.
- Carry out other such duties as may reasonably be required, commensurate with the grade of this post.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

Person specification

Knowledge

Essential:

- Excellent understanding of sales techniques

Desirable:

- Knowledge of psychometric tools

Experience

Essential:

- Minimum 2 years' experience in a business-to-business (B2B), metric-based, sales environment
- Track record of achieving targets
- Experience of working with sales processes and using a CRM database
- Experience of interpreting clients' needs and identifying solutions

Desirable:

- Experience of working in an HR focussed professional services sector
- Experience of working with psychometric tools

Technical skills and abilities (or technical competencies)

Essential:

- Attention to detail, methodical work-style
- Collaborative working style
- Intrinsically motivated
- Active listening skills
- Advanced questioning skills
- Ability to build rapport with customers
- Good working knowledge of Microsoft Office
- Ability to use commercial focus skills to identify and prioritise leads
- Numerate and literate

Desirable:

- Ability to understand and interpret sales data to drive activity
- Strategic problem solving to identify opportunities for solutions selling

Qualifications / training

Essential:

- Educated to A Level (or equivalent)

Desirable:

- Educated to degree level (or equivalent)
- Sales training techniques (e.g. SPIN, Miller Heiman, Sandler)

Person specification continued

Behavioural competencies

This section highlights the behaviours from the TheMyers-BriggsCo competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
- Client focus	2	- Commercial focus	2

- Innovation and initiative	1	- Resilience and flexibility	1
- Interpersonal effectiveness	2	- Passion, commitment and drive	3
- Planning and organisation	2	- Problem solving and judgement	

Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

Salary

Commensurate with experience

Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare and dental cover
- Group personal pension scheme where The Myers-Briggs Company matches individual contributions between 4% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Long Term Disability Insurance
- Training in The Myers-Briggs Company Tools
- Sales training

Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

Probationary period

6 months

Hours of work

37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility.

Date role profile updated: June 2021

