

Job Description

Job title	Senior Account Manager
Location	Home-based in the North
Division/Team	Programme Team
Reporting to	COO
Contract terms	40hrs pw permanent position
Salary	Basic £35k plus comission (as a guide)
Closing date	30th November
Company Profile	<p>Brain in Hand is a dynamic and rapidly growing technology company with a mission to transform the lives of autistic people, people with mental health difficulties and neurological conditions using cloud-base software and high quality in-person and remote specialist support.</p> <p>Our support solution increases independence for users and saves money for the organisations who support them. We have a footprint in 20% of local authorities and 80% of universities.</p> <p>Our company has doubled sales year on year. In 2019 we achieved £2m sales and operational break even with less than 3% of the addressable UK market. We forecast £3.5m sales in 2020 with a target of £20m by 2023.</p> <p>If you are passionate about making a difference and want to join a friendly, 'can-do' team – come and join us.</p>

<p>Job Description</p>	<p>The role of Senior Account Manager (SAM) is a new position within the programme team responsible for developing and maintaining excellent relations with all group licence clients; ensuring BIH delivers high satisfaction at all stages of fulfilment and ongoing use. Success in this role will be demonstrated by clients not only renewing their contracts but significantly expanding them.</p>
<p>Key tasks within the role include but are not limited to:</p>	<ul style="list-style-type: none"> • Work closely with the COO and Business Development Director to develop and execute an account management strategy • Develop materials and processes to support outstanding account and implementation management • Manage a portfolio of accounts • Manage the expansion of client contracts • Develop simple processes to track account management • Work closely with marketing and programme team colleagues to identify opportunities to grow key accounts • Develop the account management skills of programme team members
<p>Qualifications & experience</p>	<ul style="list-style-type: none"> • Experience of account management or business development in public or voluntary sector • Experience of working in a target driven environment • Educated to degree level in a relevant discipline • Experience of the direct delivery of services – either as a practitioner, manager or, if not, have the ability to demonstrate an in depth understanding of how support services work
<p>Essential Skills</p>	<ul style="list-style-type: none"> • Outstanding inter-personal and networking skills • Excellent written and oral communication skills • Commercially confident with a customer-focussed outlook • Self motivated and comfortable taking the initiative • Ability to plan and deliver work to deadlines • Knowledge of commissioning structures with LAs, CCGs. • Understanding of how Local Authorities and/or the NHS provides services for people in need • Able to confidently deliver persuasive presentations to stakeholders at Director/Assistant Director level

	<ul style="list-style-type: none"> • Proficiency with MS office suite • Interest in the role of technology in improving services for people in need • A passion for improving people’s lives
Desirable Skills	<ul style="list-style-type: none"> • Experience working with assistive technology • Experience managing and drafting impact reports designed to win business • Experience of working in a local authority/NHS social care/health in a commissioning or management role • Experience of working in a paid or unpaid capacity with autistic people or people with mental health difficulties
Additional information	<ul style="list-style-type: none"> • This is a home based role which requires travel across the region. It is a requirement of the role to have your own transport.