

## **Strategic Account Manager**

### **About the role:**

As a Strategic Account Manager, you will be an integral part of our ensuring our Strategic customers are getting true value from our products and services, with customer account ownership and accountability, increasing customer satisfaction and retention. Partnering with customers to anticipate and recognise change that may present revenue propositions. Key responsibilities include:

- Develop and execute strategies to drive growth across a Strategic Account portfolio
- Maximise customer retention and Increase utilisation of products and demonstrate value
- Build strong relationships across the organisation (and at c-suite level) to increase exposure and grow accounts
- Understand customer strategy, objectives, and business delivers to align CIPHR against these objectives to deliver growth and additional functionality. Build account plans against these strategic objectives and business drivers
- Utilise internal relationships to grow knowledge and aid customers
- Establish and maintain positive business and customer relationships and positive NPS for our Strategic Accounts
- Identify, develop and promote potential partner integrations that are relevant to the customer
- Obtain reference sites, case studies and referrals
- Timely updating of CRM system regarding all customer interactions and commentary, to maximise accurate forecasting
- Comprehensive knowledge of whole product range and of our solutions messaging
- Manage Internal opportunity process
- Provide proposals and product information in a timely and accurate manner aligned to customer expectations
- Present proposals and solutions to Customer C-Suite and Board level contacts
- Promote client forums and events and contribute to Marketing initiatives
- Understand competitor landscape and how CIPHR competes and wins in the market

**\*\*\*Location: We will consider candidates who are not geographically local to our offices in Marlow who wish to work remotely. \*\*\***

### **About you:**

- Ability to truly hear what your customers need and have worked at a strategic level with C-suite HR teams
- Strong negotiation skills and a successful track record of increasing business performance amongst clients with the ability to negotiate at strategic level and 'close a deal' successfully with maximum business benefit
- Influential, agile, and able to adapt and prioritise in a fast-paced environment
- Relationship management and interpersonal skills to include, experience in achieving credibility and building strong client relationships at all levels
- Experience in the Business-to-Business HR Sector
- Knowledge of relevant third-party suppliers (e.g., technology), partners and key competitors
- Fully aware of Industry trends
- Basic knowledge of HR trends and legislation
- Exceptional negotiation skills and a successful track record of increasing business performance amongst clients with the ability to negotiate and work at strategic level
- Compelling influencer and ability to adapt and prioritise in an agile environment.

### **What we offer:**

As well as offering you the opportunity to work with a great team, be part of a growing company and have the chance to learn and enhance your knowledge and qualifications, we offer:

- 25 days annual leave (28 after 3 years services), plus bank holidays
- Pension
- Health cash plan
- Life assurance
- Perks at Work – access to exclusive discounts, cinema tickets, etc.
- Free annual health screening
- Flu vaccine



- Regular training
- £1,500 employee referral scheme
- Medical Cover and Dental cover (after 6 months' service)
- Income Protection insurance (after 12 months' service)
- Gym Loan (after 12 months' service)

**About us:**

CIPHR is a specialist provider of SaaS HR, payroll, recruitment and learning software through its HCM platform, CIPHR Connect. CIPHR's cloud-based solutions help busy HR teams to streamline their processes across the entire employee lifecycle and spend more time working strategically.