

#### Current Vacancy

# Account Manager

#### Job location

North East

#### Salary

Competitive + bonus and car allowance

#### Job type

Remote working

## About Liaison

Liaison saves the public sector real money in the key areas of finance and workforce management. We're passionate about what we do because we help lots of organisations to improve the way they spend their money – notably the NHS. Founded 30 years ago, we've come a long way since then. Today the company boasts a workforce of more than 250 people with a headquarters located in the historic city of Worcester, along with many remote workers across the length and breadth of the UK.

## The team

The team is currently made up of 6 individuals including the Commercial Director, with significant growth of the sales team imminent. Each Account Director or Account Manager look after their own geographical area.

The environment is positive, progressive, ambitious, agile, and a fast-paced working environment where hard work and outcomes are recognised and rewarded. You will be able to rely upon support from not only the senior members of the immediate team, but also the business development team.

## Main responsibilities

The Account Manager role includes account management of a geographical set of key accounts. Proactively creating and maintaining senior level relationships. Being the senior level contact with the overview of the complete service offering being delivered into accounts. The role includes overseeing the clients in the pre and post implementation of workforce solutions and identifying new opportunities for workforce solutions within the client base and wider geography.

National strategic initiatives for the Account Director will be set each year. With the NHS going through considerable change, this role will help the company navigate the changing contacts and relationships, helping to maintain customers as they merge with other organisations and the NHS groups develop.

You will have involvement in the complete service delivery for all Liaisons service portfolio. From the beginning at the implementation meeting with the operations team, helping to ensure the customer supplies the information in a timely fashion, identifying blocks and solving issues should they arise.

In addition to closely monitoring the delivery, the Account Director will also actively look to develop and identify new opportunities within clients and their region. This will involve working closely with product development, and sales and marketing teams. It will also require the development of a deep understanding of the customer.

## Experience/qualifications needed

### Criteria required:

#### Essential

- Demonstrable work experience within a relevant environment desirable (solution sales, recruitment, onsite HR/recruitment, training).

- Proven ability to deliver services into accounts, strong knowledge and understanding of region.
  - Proven very key stakeholder focused both internal and external. Understands the importance of both.
  - Strategic account management and operations experience essential.
  - Experience of bringing new products to market
  - Experience of working within a multi-disciplinary team
- High level of energy and a willingness to travel extensively to be with customers

#### **Desirable**

- Knowledge of public sector essential preferably NHS experience.
- Used to managing complex implementation/projects into accounts an advantage.
- Experience managing Executive level contacts within the NHS
- Experience with NHS Scotland & NHS trusts within NE England

#### **Specific skills:**

##### **Essential**

- Able to communicate clearly; both verbally and in writing.
- Clear ability and experience to operate at a senior level, e.g. Director of Finance, HR Director with the necessary gravitas.
- Able to work on own initiative and be self-motivated.

#### **Qualification & training:**

##### **Essential**

- Minimum A Level or equivalent
- Computer literacy in the use of spreadsheets, word processing, online systems and remote communications.

##### **Desirable**

- Degree or equivalent

### **Benefits of working for Liaison**

Liaison believes that working life should be a happy and healthy one. We offer all staff a wide variety of company benefits as well as the opportunity to get involved in a range of company organised events; from regular physical challenges all the way to bi-annual staff away days and social events - plus others too.

Our wide range of staff benefits aim to have an impact on both home and working life for all staff, while at Liaison. We offer:

- 23 days holiday initially, which increases year on year up to 28 days
- Private Healthcare for you and friends and family
- Childcare vouchers
- Company days/social events
- Pension
- Life Assurance 4 x salary

Liaison promote progression and development, where it is common for people after a period of time to move between roles to strengthen their skills and experience. People are also promoted from within when recognised for their hard-work and relevant skills.

If you would like to be part of Liaison, please send your CV and a covering letter to

**[jobs@liaisonfs.com](mailto:jobs@liaisonfs.com)**

where your application will be reviewed within 7 days