



## Job Description

Job Element	
<b>Job title:</b>	<b>Account Director</b>
<b>Department:</b>	Workforce
<b>Reports to:</b>	Commercial Director
<b>Location:</b>	London & South East - Home based, but extensive travel to client sites will be required as part of the role. Role covers London, Home Counties, Kent, Sussex and Essex, and travel to internal meetings in London and Birmingham on a regular basis.
<b>Job summary:</b>	<p>Specific accountability for: business retention, new business revenue growth, improving profitability and driving the highest possible standards of relationship management. They work with colleagues from all disciplines to develop and implement strategies that add value for both Liaison Workforce and its NHS customers.</p> <p>The Account Director will pursue and close specific business opportunities by networking effectively across all relevant customer departments, creating and enhancing effective long-term relationships to add significant value. This is achieved by delivering transformational improvements through continual improvement of processes and increased use of automation to improve efficiency across the temporary workforce.</p> <p>The Account Director will engage proactively with the customer on a consultative basis to learn its business, anticipate its needs and then create and develop solutions that demonstrate a clear return on investment for the customer; by delivering much greater savings by reducing agency spend, help build stronger banks and support accounts in developing collaborative working initiatives across the STP regions.</p> <p>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 collaborate with other NHS organisations across STP's, ICS's.</p>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Minimum A Level or equivalent</li> <li>• Degree level education (or equivalent) is desirable</li> </ul>
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>• Manage the provision of all day-to-day support for account portfolio, ensuring all ad hoc queries are met and resolved in a professional, timely and efficient manner</li> <li>• Create and drive effective relationships with all key contacts and decision makers within each account in order to maximise business opportunities and ensure retention of clients</li> <li>• Manage new sales opportunities and execute sales process from presentation through to contract negotiations and close</li> <li>• Understand client requirements and subsequently develop and implement appropriate services and account sales plans to win significant revenues and</li> </ul>

	<p>drive user adoption of Liaison services</p> <ul style="list-style-type: none"> <li>• Develop, implement and own strategic account plans and forecasts by customer and service group. Complete forecasts and account reporting accurately and on time</li> <li>• Maintain an active awareness of the market trends (economic, regulatory, competitive and technology), to identify business opportunities, proactively feeding back to Liaison Management</li> <li>• Conduct regular status and strategy meetings with the customer's senior management to understand their needs and link them to the organisation's temporary workforce service strategies.</li> </ul>
<p><b>Experience requirements:</b></p>	<ul style="list-style-type: none"> <li>• Demonstrable work experience within a relevant environment (NHS Back-Office Managed Services, Staffing supply across NHS providers, Workforce/Training related service provision).</li> <li>• Proven success as an account manager</li> <li>• Experience of working within contingent workforce services, or similar required</li> <li>• Ability to manage accounts with potential revenue of c£500k - £30m</li> <li>• Ability to manage multiple lines of business</li> <li>• Experience managing complex strategic relationships</li> <li>• Proven resilience and performance in driving revenue and negotiating deals with long sales cycles</li> <li>• Demonstrable over-performance sales track record</li> <li>• Experience developing business cases and cost improvement plans.</li> <li>• Experience in presenting and interpreting management information and service management reports</li> <li>• Experience in presenting to small and large groups of clients and key decision-makers</li> </ul>
<p><b>Miscellaneous:</b></p>	<ul style="list-style-type: none"> <li>• Full UK driving licence as travel to client sites will be required.</li> </ul> <p>In addition the postholder will be expected to:</p> <ul style="list-style-type: none"> <li>• Undertake training and development deemed necessary for the pursuance of the post.</li> <li>• Ensure that Health &amp; Safety is observed in the course of employment.</li> <li>• Comply with the contract of employment and company policies and procedures.</li> <li>• Comply with any reasonable requests which may be communicated by the company from time to time.</li> </ul> <p>This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.</p> <p>The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>