

Head of Account Management

- Full Time
- Basic gross pay: competitive
- Plus commission and bonus
- Hours: 40 hours
- Location: Earlsfield SW18

Required qualifications:

- 5 GCSE's (or equivalent) incl. Maths and English.

Required skills:

- Computer competent
- Analytical and numeric
- Excellent communicator
- People Management

Experience in a similar role:

8+ years.

About us:

We are a leading independent energy management & consultancy firm based in South-West London and have been in operation for almost 20 years. Committed to providing innovative and market leading solutions for our clients, we help to reduce energy costs, consumption and associated energy market risks. We're a small but mighty team that relishes the opportunity to challenge any of our competitors in our industry.

We are currently going through a period of growth and looking for a highly motivated Account Manager to join our professional team.

Your Role:

Our Account Managers are at the heart of our business, responsible for delivering quality post-sales support services directly to our customers and helping the business maintain our unrivalled customer retention rate, whilst upselling, and cross selling our services.

The role of Head of Account Management will be responsible for the team of account managers and support team. You will be responsible for some of your own accounts, whilst taking the lead on managing the team; delegating and monitoring their progress with the aim to increase sales through upselling and improved customer retention rates. You will have the ability to implement operational processes and work closely with the senior team to implement the business strategy.

It is a pivotal customer-facing role where you will be guiding our customers through the procurement journey, ensuring costs and sustainability objectives are achieved with any upselling opportunities maximised.



The individual must possess the skill and the will to meet deadlines and manage a diverse portfolio of commercial clients from the SME, I&C and public sectors.

You'll have daily contact with our customers and our sales team and you will have a crucial role to play in introducing your accounts to our unique procurement innovations and helping the company with its rapid growth plans.

Primary responsibilities:

- Taking ownership and supporting the Senior team with the business operations and growth strategy.
- Client renewals - renewal of the company's services through client interaction. (Procurement, framework agreements, energy services, etc).
- CRM record management and monitoring – using the CRM to maintain and develop your client portfolio and ensuring processes are followed by the team.
- Client development - developing and progressing Account Development Plans for required clients.
- Upselling - presenting additional value-added service opportunities to clients
(Bill validations, industry schemes, other)
- Quoting and contract administration – pricing, sales and service administration management.
- Business development - collaborating with BDMs for prospect interactions.
- Management of a small but growing team.
- Reporting and Monitoring sales targets and performance of the department.

About You:

- You should have 8+ years' experience in the energy industry with experience in managing I&C accounts, with prior people management experience.
- You are looking to take a step up, take ownership of a department and have an instrumental impact to the growth of the business by implementing strategy and processes.
- Bring your experience to an energy-procurement company actively changing the way companies buy and manage their energy.
- You will be familiar with all the major players as well as terminology around energy supply contract arrangements.
- You will have strong communication skills and be able to get points across concisely to all departments of the business.
- You will have remarkable organisational skills and will be used to adapting to and managing fluctuating workloads.
- You will be an excellent team player, with the confidence to express your own opinions.
- You will have an excellent understanding of energy buying solutions including knowledge of fixed and group purchasing.
- You will be able to and willing to travel across the UK to visit our customers in person.