

# Account Director

## The Role

This is not your normal Account Director role, it is so much more than that. Yes, you will be managing a team and a portfolio of key clients, and yes, we need people with strong experience renewing and up-selling contracts with global enterprise businesses to maximise client spend. But, we also need an Account Director with the ability to inspire and partner our clients on their digital learning journeys.

The Account Director will engage with our clients in a highly consultative manner, as well as take on project management responsibilities to help them implement our learning courses and product developments. A willingness to learn and become an expert in the field of learning & development and change management best practice will be high on your list of priorities.

Our Account Directors work closely with a variety of internal departments at **FMCG, Pharma, Consumer Health** and **Retail** clients, with all levels of seniority (up to C-suite) to ensure that the programmes we deliver are a success. It doesn't stop there, because we also need inspirational Account Directors to lead and develop our Account Managers/Execs. If this sounds like you or someone you know, please get in touch.

- Deliver on revenue targets for your client group via renewals or upselling
- Deliver a smooth and consistent account management roll out - from launch to renewal
- Develop outstanding client relationships with key stakeholders and throughout the portfolio
- Gather regular, effective and relevant feedback to help provide ROI and secure renewals
- Highly Consultative approach
- Creative problem solving for your client portfolio
- Lead and Develop Account Managers/Execs
- Project Management responsibility
- Lead account teams to plan, launch and execute digital training programmes to enterprise businesses (avg. 1,000 - 60,000 learners)
- Become an expert in the field of learning & development and change management best practice

## The Person

We need to hear from people who have been there and done it for a period of time. Ideally you will have 7+ years of Account Management experience inclusive of managing a team for a minimum of 3+ years. Your track record of delivering year on year growth and extensive

experience working across the **FMCG, Pharma, Consumer Health** or **Retail** sectors will be hugely beneficial.

You will have strong communication and presentation skills that compliment your ability to analyse data and engage credibly with senior decision makers within global businesses . We use Salesforce, although past comprehension of relevant applications would be great. Any previous knowledge of digital learning would be an advantage, but just as important is a demonstrable history of meeting and exceeding goals. We won't deny that this is a fast paced role, where applicants will need to be resilient, self-motivated and incredibly positive with a keen eye for detail to be successful.

- 7+ years of experience in account management
- 3+ years of managerial experience
- Ideally experience working with/in FMCG, Pharma, Consumer Health or Retail
- A consistent track record of meeting and exceeding sales targets
- Ability to gain access and engage credibly with senior decision makers in global businesses
- Strong interpersonal communication skills and drive, with the ability to persuade and inspire
- Exceptional presentation skills
- Advanced knowledge and experience of Powerpoint, Excel & Salesforce
- High levels of resilience
- An ability to work to tight deadlines with great attention to detail
- High degree of self-motivation, as well as being a positive team player
- Excellent time management
- Ability to travel to Europe, average once a month

## The Benefits

- 25 Days annual leave
- 4pm Friday finish
- Dedicated wellness manager - Think yoga, nutrition classes, bake-offs etc.
- Fresh fruit & snacks
- Variety of clubs and activities - (incl Run Club and Games Night to name a couple)
- Healthcare
- Pension
- Competitive basic salary with OTE

## The Company

Circus Street is an exciting global business that has doubled in size for three consecutive years. We work with the world's leading brands, up skilling their talent and helping them to build and develop digital capability across their organisations at scale.



Specialising in digital marketing, we bring together a faculty of experts, cutting-edge educational technology, interactivity and world-class animation to deliver an unconventional learning experience which is both educational & entertaining.

Using interactive methods to embed learnings across a broad range of digital-related subjects, we focus on delivering the very best learning experience for our clients, which include some of the world's most recognised brands in Consumer Goods, Pharmaceuticals, Retail, Haute Couture, Finance & Advertising.c

Each of our 50,000 users, across 157 countries, can attest to the transformative impact of the Circus Street experience. The team in our UK headquarters in London is currently 90+ members strong, with offices in NYC, Texas, Singapore and Sydney as well. We have grand ambitions to continue our current growth trajectory.

Take a look at our recruitment video: <https://vimeo.com/195957703>