

Account Manager – SME IT Software Company in Financial Services

Job Description

Position: Account Manager (AM)
Hours: 40
Days: Monday to Friday
Hours: Full time
Location: Newbury, Berkshire or London

The Company

EValue provides market leading financial modelling solutions. Our tools and solutions are designed to engage and inform investors about the potential risk and return from different investment choices they will need to make. EValue supports over 80% of UK financial services institutions and many large employers with our solutions.

Key Responsibilities

- Maintain and grow revenue from an existing customer base. Includes seeking out new opportunities within large complex organisations for the New Business team
- Regular onsite visits to strengthen relationships and correctly identify the dynamics of the decision-making team.
- Ensure high levels of customer satisfaction on current service and new deliveries
- Interact with EValue customer delivery teams to ensure smooth deliveries
- Report to sales management on activity and revenue forecasting
- Maintain contact management records to assist with client communications and marketing campaigns
- Market research and be vigilant of trigger events which could indicate opportunity within accounts.

Skills & Experience

- Inquisitive nature and genuine interest in what our clients do
- Ability to balance both the needs of the client whilst being an advocate of EValue
- Established expectation management skills
- Organized and able to run meetings with purpose, structure and energy
- Happiest when attending client sites and being connected to our customers
- Reliable, conscientious and committed
- Preferable experience in Asset Management, Financial Advice, Retail Banks, Wealth Managers or Financial Services software

Relevant competencies

Business and commercial Awareness – *Has the ability to spot opportunities and contributes ideas to the business. Understands the business and acts on market information.*

Thinking and Problem Solving – *Has the ability to generate a range of options/recommendations and potential solutions.*

Strategic Influencing – *Has the ability to understand and choose appropriate strategies to influence.*

Planning and Organising – *Has the ability develop plans which pull together different departments/stakeholders.*

Performance Focus Client Service – *Strives to develop the service offer.*

Performance Focus and Drive – *Creates their own measures of performance.*

Negotiation - *Has the ability to work through financial and strategic differences with a customer in order to offer a resolution in order to close a sale.*