

## Role Profile

**Job Title:** Account Manager  
**Department:** Business Development  
**Responsible to:** Employer Engagement Manager

### Main purpose of job:

The post holder will operate as a contact for new and existing customers by ensuring that all matters relating to that account are resolved quickly and maximise business opportunities. The post holder will achieve this by providing excellent customer service, working closely with operational departments and achieving growth targets for all Apprenticeships, the Apprenticeship Preparation Programme and Commercial training. There will be an expectation to work with other departments to provide updates on all employer engagement activities.

### Role Duties:

- To be the point of contact for all customer account management matters by regularly holding face to face meetings with new and existing customers to discuss any account matters, including issues arising, future needs, concerns or queries.
- To provide a responsive customer service to new and existing clients by responding to any customer contact enquiries through email, phone or meetings in a timely manner.
- To maintain and grow existing client relationships which in turn will help develop new business leads by upselling and cross selling the Training 2000 offer.
- To manage pipeline and opportunities for both Apprenticeship and Commercial sales against agreed KPIs.
- To provide weekly updates on reporting of sales results against target.
- To build and maintain strong customer relationships by providing information, advice and guidance on all Apprenticeships, Traineeships and Commercial training to maximise business income and opportunities.
- To build and maintain strong working relationships with key stakeholders and customers by gaining a robust knowledge of the market place and identifying any business growth opportunities / programmes within both existing and new markets.
- To attend Training 2000 events which include but are not limited to; schools, open evenings and weekend taster clubs ensuring that you are promoting and supporting the brand

## Where your future matters



University of Central Lancashire

# Training 2000

- To assist with challenging customer requests and support the resolution of any customer complaints or concerns by quickly working towards a solution and escalating as required to a member of the leadership team.
- Identify, engage, plan and develop new opportunities / income streams in both Apprenticeships, the Apprenticeship Preparation Programme and Commercial training.
- Be the lead communicator to our clients ensuring key information, changes and requirements are given and supporting them with these where required.
- Work closely with our key clients to understand the changing market place and to lead on identifying sales opportunities within this environment.
- Coordinate with various Training 2000 teams to ensure customer expectations are met.
- To demonstrate knowledge and compliance with regards to GDPR and all associated Data Protection legislation. This includes having due regard for any personal data that you may come into contact with in your role which includes learners/ customers/ staff, especially when using portable or personal devices (laptops and mobile phones) or when working remotely, in order to keep data secure and confidential.
- To keep up to date with all GDPR and data protection policies and legislation and understand and report any data security breaches promptly to the appropriate persons.
- To undertake any other duties required as deemed necessary by the Head of Business Development or a member of the leadership team

## Where your future matters

## Person Specification

**Job Title:** Account Manager

**Department:** Business Development

**Responsible to:** Employer Engagement Manager

Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> <li>Account Management experience within any sector or industry</li> </ul>	<ul style="list-style-type: none"> <li>Experience of Business Development activity</li> <li>Experience within apprenticeships or commercial sector</li> </ul>
Skills & Relevant Experience	<ul style="list-style-type: none"> <li>Experience of developing customer facing relationships</li> <li>Proven experience of delivering high level customer service</li> <li>Strong ability to resolve customer complaints</li> <li>Ability to work as part of a fast pace, high performing team and an enthusiasm to exceed targets and expectations</li> <li>Track record of meeting targets and creating business growth linked to KPI's</li> <li>Excellent listening, negotiation and presentation skills</li> <li>Self-motivated and able to thrive in a results-driven environment</li> <li>Natural relationship builder</li> <li>Ability to prioritise tasks and manage diary according to business requirements</li> <li>Keen attention to detail and adherence to deadlines</li> <li>Be able to multitask and handle high volume of client accounts</li> <li>Possession of a full UK driving licence</li> <li>Willingness to deliver honest conversations with customers</li> </ul>	<ul style="list-style-type: none"> <li>Track record of attending key events and networking events</li> <li>Track record of winning new business</li> <li>Ability to manipulate data to provide meaningful reports</li> <li>Previous involvement of stakeholder management</li> </ul>

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Criteria	Essential requirements	Desirable requirements
Behaviours	<ul style="list-style-type: none"><li>• Flexible approach to working hours with willingness to work evenings and weekends when required</li><li>• Demonstrates a customer focused attitude with the ability to build and maintain strong relationships with customers across different sectors</li><li>• Demonstrates open, honest and supportive behaviours which are in alignment with Training 2000 and the wider group</li><li>• Demonstrates a creative approach to finding solutions and is action focused</li><li>• Demonstrates the ability to work with a wide range of people across a whole business</li><li>• Target driven and customer focussed</li></ul>	

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