

## SENIOR ACCOUNT MANAGER

**Ref:** ING279

**Location:** Work from Home (UK)

**Position Type:** Permanent

To provide excellent levels of Account Management services to Ingenta customers, grow the Ingenta book of business, and to work with the Director of Strategic Partnerships to identify, report and deliver in conjunction with the current Business Development team new prospects, new customers, and a set of reports and KPI targets for this critical function.

To spearhead the upsell of defined Service Products to the current customer list in conjunction with the AM team, and to work in the UK and European territories as needed on new business and RFP's in conjunction with the Sales team

This role has overall responsibility and is the primary point of contact for a defined customer list – in terms of the relationship, revenue and service level. The role is also responsible for upselling new services to their current list in line with set targets while growing the list of customers. This function falls within Business Development and revenue generation is a key focus as well as ensuring customer satisfaction.

### The Successful Candidate:

- Will have a strong record of experience in publishing and/or digital entertainment
- Will have a strong record of working with customers in software, and a dedication to building customer relationships
- Will work well with a dedicated but small international team
- Will have language skills, especially in French and Spanish or German
- Will be ready to work flexible hours
- Will have a knowledge of, and ability to generate, meaningful KPIs and metrics to support Business Development
- Will have knowledge of JIRA, Confluence and MSD

### Benefits:

- We offer a comprehensive benefits package including:
- 25 days holiday
- Company pension scheme (5.25% company contribution, 4.75% employee contribution)
- Salary sacrifice schemes including childcare vouchers and cycle to work scheme.
- Modern offices, onsite parking

If you are interested in this exciting role please forward your résumé and current salary requirements to [recruitment@ingenta.com](mailto:recruitment@ingenta.com) **quoting job reference ING279.**

Ingenta is an Equal Opportunity Employer (EOE).

## **About Ingenta**

Ingenta plc is the largest provider of digital and technology solutions for the publishing industry, servicing eight out of the world's ten largest publishers. Developing the technology which bring together online and offline publishing functions we deliver end-to-end support across a full range of processes and requirements. We have offices in Europe, China, India, North and South America and Australia.

