**Job Description**

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| Job title: | Account Manager |
| Reporting to: | Marvin Roberts, Creative Solutions Director |
| Location: | London, EC3V |
| Hours of work: | 09.00 – 17.30, Monday to Friday |
| Date of job description: | October 2017 |

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| Overview |
| InternetRetailing Media Services Limited is a rapidly growing integrated B2B media and events company with a strong portfolio of brands in niche markets, delivering quality editorial for our audiences and targeted solutions for our clients. We are looking for an experienced Account Manager to work on InternetRetailing, a brand situated in the ultra-fast-growing sector of ecommerce and multi-channel retail in the UK. InternetRetailing sits within a portfolio of influential print and digital products which are used by multi-channel retailers and the companies that supply them.This exciting opportunity encompasses telesales, face-to-face, events, digital learning and presentation experience, as well as offering continual sales training. You can expect full support from across the business (including the Research, Marketing and Digital departments), a genuine meritocracy and strong monthly commission potential and an entrepreneurial and well-balanced culture.Our ideal candidate will demonstrate a proven track record of working in a digital commercial advertising environment, preferably with a publisher or media agency. This will include good commercial and digital awareness, a passion for digital development and product innovations and an understanding of how these can be translated into commercial opportunities for clients. To be successful you’ll need strong project management skills, the ability to manage multiple projects/campaigns simultaneously whilst maintaining and developing commercial relationships.  |

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| Role and Responsibilities |
| **Sales Performance*** Ability to sell content-led and sponsorship solutions across the full range of products in the InternetRetailing and eDelivery portfolios, including print, digital, roundtables and Executive dinners.
* Establish client objectives and present the most appropriate solutions, liaising with editorial, content and the Marketing team where relevant.
* Relationship Management - experience in strengthening and developing relationships with existing, new or lapsed clients by gathering intelligent business and marketing insight with the goal of demonstrating how InternetRetailing can help them achieve their business solutions through effective communication solutions. Maintain regular client contact (through face-to-face visits and telephone contact) and build excellent working relationships in order to increase each brands’ share of client spend and YOY growth of all key account spend.
* Support the Creative Solutions Director to implement the operational sales plan, to consistently deliver/exceed against monthly, quarterly and annual sales targets.
* Proactively and strategically source new business revenue by identifying and assessing product development and revenue streams to ensure sustainable growth in all areas.
* Make the agreed number of calls, trade show visits and client meetings (including internationally) to ensure regular contact with new and existing clients to grow revenue and market share.
* Write and present pitches/proposals to a wide variety of potential clients from large corporates to small technology providers, with experience pitching to marketers, MD’s and C-suite preferred but essential.
* Minimum two years’ face to face sales experience, with ability to source new leads, schedule meetings to present the portfolio and effectively manage those accounts relationships, growing their spend YOY.
* Responsibility for taking InternetRetailing and eDelivery to market in a professional and dynamic manner.

**Problem Solving*** Be mindful of upcoming products and workload, identifying weaknesses or possible problems before they occur and producing solutions.
* Encourage and demonstrate an entrepreneurial approach.

**Organisational Skills*** Effective use the CRM system to log all sales activity.
* Lead on projects where required, ensuring they are a commercial success.
* Demonstrate the highest standard of organisational and administrative skills, as well as the ability to independently plan workload effectively in relation to both short- and long-term deadlines and so that multiple projects are worked on/completed at any one time.

**Communication*** Communicate openly with regard to sales updates, clients and general day-to-day issues.
* Maintain a sophisticated and high profile in the client market.
* Share success within the team environment.
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| Competencies |
| * Communication – communicate clearly and listen effectively to ensure others are informed and updated. Written communication is concise and well-presented, using appropriate grammar, style and language.
* Time management – effectively balance priorities to meet agreed deadlines for individual and teamwork. Demonstrate flexibility to adapt to changing business needs.
* Teamwork – contribute to team objectives and share knowledge and ideas. Treat others with professionalism and respect.
* Business focus and behaviour – demonstrate commitment to the values and goals of the company, using initiative and capability to ensure individual work contributes to the overall success of the company. Establish credibility and integrity in the company and the industry to influence peers and clients. Improve quality and efficiency to leverage opportunities.
* Product knowledge – excellent knowledge of the company’s products and services, using this knowledge to meet client requirements, considering the wider market and remaining up-to-date on the competitive landscape.
* Living the InternetRetailing values - we understand the importance of values in a business and so do our employees. Our values demonstrate the ethos you will experience being an InternetRetailing employee – Passion, Excellence, Fairness, Innovation, Team work, Ownership and Loyalty and Commitment.
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