

Role Title	Account Manager
Reports to	Head of Client Development
Salary	From £55,000
No. of direct reports	0
Full / Part Time	Full time
Location	Home-based
Created/Updated by	Cyril Bizot
Created/Updated on	February 2023

With over 30 years' experience of creating trusted and engaged leaders and managers, The Oxford Group is known and valued for the exceptional relationships we build with our clients and their people and the results of our development programmes.

Through our work we help multinational companies to succeed and grow by developing the skills, behaviours and mindsets of leaders and managers to give them the tools they need to address key issues in the workplace and drive business performance. We are also looking at how we now bring together the work we do in training, assessment and certification (including under the ILM brand) to support our customers and learners even more effectively in meeting their leadership and management needs.

As part of City & Guilds, we are a self-sustaining organisation funded entirely by the commercial work we do. All our profits are donated back to our charity, and we deploy these to further strengthen the solutions we offer our customers and to improve access to skills for those from disadvantaged backgrounds through the work of our Foundation, which amplifies our impact through our bursaries and recognition programmes such as the Princess Royal Training Awards.

Our values

Our values **Inspire, Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

The Account Manager is accountable for the retention and growth of an existing portfolio of The Oxford Group clients, representing up to 15% of the revenue of the company. It is the role responsibility to increase the annual revenue and margin of the portfolio focusing on business development activities. It is also the role responsibility to drive the success, quality, and impact of the services delivered by The Oxford Group to their clients.

The Account Manager acts as a strategic thought partner working hand-in-hand with the client to develop the managers and leaders in their organization.

The Account Manager ensures excellence of Client experience is achieved in all our Clients interactions from initial introductions through to delivery and follow-up

What you'll be doing

- **Client experience:** Create the mindset across The Oxford Group teams to deliver excellent client experience. Builds and nurtures trusting relationships with our clients and develop a deep understanding of both organizational goals and key contact's personal goals.
- **Client strategy:** Define & drive an account growth strategy and action plan. Maximise the impact/value/time we have with our clients.
- **Commercials and Sales:** Secure and grow revenue from existing clients. Achieve individual sales targets and company profitability targets. Negotiate annual price reviews with the Clients. In conjunction with Group Legal and Head of Finance, Commercial and Legal ensure clear contract and terms and conditions are established at the start of a project and are respected throughout the lifecycle of the Client's project.
- **Business Development:** Develop new business within existing clients by promoting The Oxford Group new products, through cross selling and leveraging The Oxford Group network of consultants and partners to generate new opportunities. Lead proposals and RFP responses for existing Clients. Work to expand The Oxford Group footprint through networking and referrals.
- **Client Consultancy:** Support our clients to understand their needs, provide expertise, and add value by challenging them to think differently. Leverage knowledge of management and leadership development trends and innovations to recommend and agree solutions which will best meet the Client objectives.
- **Project Accountability:** Set up and empower Client project teams for success. Delegate responsibilities for the running of the programs. Drive best Client experience mindset and collaboration across OG.
- **Business Planning and Reporting:** Take an active role in business planning activities and provide regular reporting information as required. Share client insight, trends to inform our future thought leadership / product focus / so we can respond proactively to their needs.
- **Continuous improvement:** Contribute to a continuous improvement mindset within the OG team.

How success will be measured

- Grow existing accounts and generate >£400k of new business in the financial year
- Meet individual Sales Target of 1 to £1,5M revenue in the financial year (approximately 15% of The Oxford Group Revenue/year)

- Excellence of Client experience evidenced through increase of measurable impact of trainings delivered of 1% in the financial year, for each Client
- Grow relationships & expanded network of contacts and high level advocates within a client organization year on year (client retention evidenced)
- T&Cs of contracts signed in line with The Oxford Group policy and in place for future work.
- High performing and engaged consultant delivery team.
- Achieving and exceeding gross margin targets
- Key Account Management practices implemented, captured & reused
- Drive and present forecasting and monthly sales updates to the team and SLT

What we're looking for

Key Skills

- Extensive account management, commercial and sales experience in the L&D industry with a track record for achieving sales growth and profitability targets
- Ability to oversee large scale learning and development projects, maintain senior relationships within large organisations and be commercially astute
- Excellent communication skills (face to face and virtual)
- Exceptional organisational skills
- Interpersonal sensitivity
- Resilient with the ability to thrive in a busy working environment.
- Experience in a global/international learning and development role managing senior stakeholders
- A global mindset
- Experience working with and utilising technology to aide efficiency and communication and strong technical and social media skills and knowledge
- Professional Services or B2B business experience

Desirable Skills

- Experience in a senior leadership role within large multicultural organisations.
- Broad experience in management and leadership training and facilitation up to Senior Leader level (HR, Talent, OD or Business Line) within a large successful corporate multinational
- A track record at a senior level designing, delivering and evaluating large scale development programmes
- For bilingual roles: Near-native French & English, 3rd language a plus