

Job Description



Account Manager

Background

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

Datix aims to build and promote a culture of safety within healthcare organisations, recruiting professionals who are passionate about improving healthcare and championing technological innovation. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in the USA and Canada as well as customers in Europe, Australia and the Middle East. Datix has offices in London, Chicago, Washington DC and Melbourne, with partners in the Middle East, Australia and New Zealand.

We develop, maintain and support our own software and provide training and consultancy services to allow our customers to get the most benefit.

We are committed to the patient safety community and we now support some of the world's largest incident reporting systems. In line with our mission to reduce harm to patients, we are looking to recruit an Account Manager to join our growing UK & Europe Sales and Marketing team.

The Role

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers and develop new business from existing clients. The Account Manager will work alongside the Sales and Account Management team and report to the Commercial Director, UK and Europe. They will be rewarded and measured on both sales orders and customer retention and satisfaction.

Responsibilities and Duties

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Negotiate contracts and close agreements to maximize profits

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- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
 - Forecast and track key account metrics (e.g. monthly/quarterly sales results and annual forecasts)
 - Prepare reports on account status
 - Collaborate with sales team to identify and grow opportunities within territory
 - Assist with challenging client requests or issue escalations as needed
 - Help create processes around the account management function, for example creating professional account plans and understanding the level of engagement required for each client
 - Help build marketing initiatives around client engagement. Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
 - Attend and help setup a number of client events throughout the UK and possibly Europe
 - Around 50% of the time will be spent at the Datix HQ in Wimbledon with the remaining time spent with clients, although this will vary from week to week. At least 1 day per week must be spent in the office
 - There will be interaction with other departments, especially the support helpdesk, finance teams and the customer experience team where the after-sale services overlap

The Account Manager will be rewarded based on sales orders, customer retention and customer satisfaction

Skills, Qualities & Experience

Candidates must be able to demonstrate at least 12 months of experience in the software industry in a similar role and have evidence of a successful track record. Previous experience of working in the HealthCare sector would be advantageous.

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organisation, including executive and C-level
- Solid experience with CRM software (ideally Salesforce) and MS Office
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills

Benefits and package

This role comes with an excellent salary and benefits package. Including, 25 days holiday a year, Private Medical Insurance, company pension, death in service cover, and discounts on various goods and services through Datix rewards scheme. If you wish to apply for this role, please forward your CV with a short cover letter to careers@datix.co.uk.