



JOB DESCRIPTION

JOB TITLE:	Key Account Manager - TBC	ROLE LEVEL:	TBC
DEPARTMENT:	Sales	REPORTS TO:	Key Accounts Sales Manager
MANAGEMENT RESPONSIBILITY FOR:		DATE OF JOB DESCRIPTION:	October 2023

About ITS

One of the UK's most exciting and fastest growing full fibre infrastructure providers. We design, build and operate ultrafast full fibre network, purpose built to help UK businesses thrive through our 500+ partners community. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future.

ROLE DESCRIPTION:

The Key Account Manager will play a key role in leading the ITS relationship with a number of our key partner accounts.

The role will take responsibility for developing relationships and delivering our revenue and volume targets through c.10-15 of our key partner accounts. You'll have responsibility for growing existing revenues, and developing deep commercial relationships, to deliver long term profitable growth for ITS.

KEY RESPONSIBILITIES:

- Operates as an effective and collaborative member of the wider Go to Market sales team
- Delivery of all sales targets including TCV, Orders, ARPU and retention. Balancing revenue growth opportunities with ITS profit objectives across the team, qualifying effectively and aligning opportunities to our strategic goals
- Maintain and grow ITS current revenue streams through deep partner relationships, ensuring high levels of customer experience and retention
- Identification, quantification, and development of current and future market opportunities
- Develop and negotiate and deliver commercial agreements
- Driving continuous improvements for your partners, indirectly managing numerous internal stakeholders to ensure we have a best in class partner sales model and approach

JOB DESCRIPTION

- Identifying and managing risks & issues, minimising the impact to customers and the ITS business. Acting as a point of escalation for partner issues, where necessary as cover for the Key Accounts Sales Manager
- Leads by example, role models behaviours in line with the ITS values

About you

Industry knowledge

A progressive track record, including 5+ years of sales partner account management, gained ideally within a customer centric, telecoms or ISP business. Demonstrates the ability to work in a fast paced and growing business that changes constantly whilst dealing with ambiguity

Customer First

Demonstrable experience of leading, developing and growing partner relationships.

Ability to build and maintain strong relationships both internally and externally with clients, delivery partners and other external stakeholders including where appropriate regulatory bodies

Innovation

Seeks new ways of working, driving efficiencies and advancements, which improve both business growth and customer experience

Change

Drives change and transformation with the lens on the customer, through technology and process

Delivering results

Significant, demonstrable experience of over achieving sales targets and other customer success KPI's. KPI and MI driven, focussed on achieving and exceeding all performance measures. Proactive in seizing opportunities, setting, and pursuing goals within a growing business.

Communication

Excellent interpersonal and communication skills, ensures the right message is delivered across the business and externally. Ability to solve problems and communicate decisions in a creative but measured way