JOB DESCRIPTION

Job Title:	Account Manager
Department:	Service Delivery / Customer Relationship
Location:	Hybrid working / Head Office, Mile Road, Bedford MK42 9TW
Responsible to:	Customer Relationship Manager
Authorities / Accountabilities:	Accountable for the management, retention and commercial development of an assigned portfolio of THSP customers, including: • Creating and maintaining strong relationships with key customer stakeholders. • Accountable for retention, renewal and growth across an assigned portfolio of higher-value or complex customer accounts. • Authorised to negotiate renewals and service solutions within agreed commercial parameters. • Responsible for identifying and progressing relevant cross-sell and upsell opportunities. • Act as the escalation point for account risks, complex enquiries and complaints. • Maintain accurate CRM records, account plans and commercial forecasts. • Authorised to make purchases up to £1,500 per month.
Job Purpose:	As an Account Manager, you will own a portfolio of THSP's higher-value and more complex customer relationships. You will be accountable for protecting recurring revenue, leading renewals, identifying growth opportunities and ensuring customers receive clear value from their relationship with THSP. You will build trusted relationships with key customer stakeholders, identify risks early and coordinate internal teams to resolve issues and deliver an excellent customer experience.
Key Responsibilities:	Manage and commercially develop an assigned customer portfolio in line with THSP's retention, growth and customer experience objectives. Key responsibilities include: • Own and develop a portfolio of higher-value, strategically important or complex customer accounts. • Ensure new THSP customers are effectively onboarded and clear service expectations are agreed. • Develop account plans and lead structured customer review meetings with senior decision-makers and key stakeholders. • Own retention and renewal activity, identifying risks early and implementing recovery plans where required. • Identify and progress opportunities to increase customer value through relevant additional products and services. • Provide commercial and relationship guidance to Account Executives supporting the assigned portfolio. • Coordinate Sales, Consultancy and Operations teams to ensure customer commitments are delivered and service issues are resolved.

	• Assist the Team Leader or Customer Relationship Manager with departmental projects and process improvements. • Work with the Account Executive and Consultancy teams to ensure customer work is scheduled, delivered and communicated effectively. • Identify customer training requirements and coordinate appropriate solutions with the Training team. • Maintain oversight of planned consultancy activity across the assigned portfolio. • Maintain accurate CRM records, account plans and customer contact information. • Maintain a planned contact and review programme appropriate to the value, complexity and needs of each customer. • Ensure customers can access and use relevant products and services through MyTHSP and approved third-party software. • Prepare, issue and follow up quotations linked to renewal and account development activity. • Lead service issue and complaint resolution, escalating to the Customer Relationship Manager where required. • Maintain an accurate forecast of renewals, retention risks and account growth opportunities. • Any other duties as reasonably required by your Manager or a Director.
Company Culture, Values and Standards:	Always represent the best interests of THSP and uphold our values of transparency, innovation, commercial excellence, and strong relationships. Actively engage in Employee Ownership Trust (EOT) forums and initiatives, shaping the future of our business as a co-owner. Demonstrate a commitment to our employee-owned culture, where everyone contributes to and benefits from company success.