

# ACCOUNT DIRECTOR

**LOCATION:** London / Flexible

**CONTRACT:** Permanent, full-time

## REPORTING TO

- Director, UK & Europe

## CHANGING ASSESSMENT FOR GOOD

Sova is passionate about making a difference. We design precise assessments, making no compromise when it comes to efficiency, candidate experience and effectiveness – and we do that by harnessing the expertise of our team and the latest digital technology. Every member of our team contributes to our success and no matter what our area of expertise, we are unified in our commitment to changing assessment for good and making a difference to our clients.

## THE ROLE

The Account Director is responsible for contributing to the overall growth of the business, by developing strong relationships, promoting retention of customers, and identifying key business development opportunities.

## WHAT TO EXPECT FROM THE ROLE?

### Sales

- Achieving Sales Key Performance Indicators
- Networking across your client base to find new contacts and unlock new opportunities
- Recommending new assessment solutions based on client needs and requirements
- Constantly striving to look for ways to improve what clients are using from Sova in order to drive customer satisfaction and drive revenue
- Delivering high impact presentations, proposals, and demonstrations
- Negotiating and contracting existing and new business within your client portfolio

- Managing subscription renewals and delivering annual revenue in line with specified targets
- Identifying and developing opportunities for additional business and cross selling
- Responding to client enquiries and sales leads in an efficient and timely manner
- You may also be expected to perform various additional tasks as necessitated to suit the needs of the business.

### **Service:**

- Working closely with customers to develop lasting relationships that promote retention and drive growth
- Measuring and tracking usage of your client to help drive growth
- Working closely with internal teams across the business to assist in the scoping and development of client solutions
- Maintaining an oversight of project implementation phases, working closely with internal Sova teams to ensure customer projects are delivered in line with agreed scope and customer expectations
- Acting as a trusted advisor and escalation point for customers
- Providing platform training and advice to ensure the customer is effectively utilising the platform and products
- Partnering with clients to evidence ROI and outcome metrics, working with internal Sova teams to coordinate the delivery of annual psychometric support activities e.g., validation studies
- Coordinating activities to analyse client feedback and take corrective action where needed
- Managing the contracting and account administration process to ensure that contractual/legal obligations are met.
- Ensuring accurate invoicing and forecasting in salesforce.com at all times

## WHO ARE WE LOOKING FOR?

### Skills and attributes

- Exceptional ability to communicate and foster positive business relationships
- Strong business acumen
- A detailed understanding of best practice in the use of psychometric assessments
- Highly professional with excellent communication skills and the ability to adapt to different situations and clients
- Accountability and personal organisation
- Excellent presentation and interpersonal skills
- Ability to work to deadlines and targets
- Results and target driven
- Commercially minded; proven record of success in sales

### Experience required

- Proven success in a sales environment within the assessment/psychometrics industry
- Knowledge and experience of key techniques and methods of selling within the assessment/psychometrics industry
- A detailed understanding of best practice in the use of psychometric assessments

## WHATS LIFE LIKE AT SOVA?

As a Sova team member, you're part of a close-knit group, transforming the world of talent assessment. We recognise that the sum of the team is greater than its parts, so we want people who work well as part of a team and who see shared goals as more important than their own.

We're serious about work/life balance. Our team works hard, and we know everyone needs room for family, friends, and other interests. At Sova, you'll encounter a nurturing culture that promotes professional and personal growth.

## **WHAT CAN YOU EXPECT FROM US?**

We believe in our values, and you can expect us to drive these through our work and commitment to you:

**Making Science Work** - We make science work in the real world, by combining our core psychological expertise with the creative use of digital technology, challenging existing thinking to reimagine what can be achieved. Our measure of success is simple – have we made the greatest measurable impact we can in order to help our clients.

**Different, Together** - We work to create something none of us could manage alone. It works because we are committed to a shared goal, value teamwork, recognise each other's strengths, and always communicate openly, honestly, and respectfully.

**Restless Spirits** - We are endlessly curious – about our science, our clients, and our industry. By questioning assumptions, embracing new experiences, and travelling beyond our comfort zone, we are able to respond with speed and agility to a constantly changing world.

**Ever Upwards** - We love achieving what we set out to achieve, as individuals, as teams and as a business. We care about working profitably and sustainably. We always look to go one better and never do anything by halves.

## MORE OF WHAT TO EXPECT FROM US

- Workplace Pension Scheme
- 25 days annual leave, + bank holidays
- Private Medical Care
- Ability to work flexibly and from anywhere
- Annual performance related commission

## HOW TO APPLY

To apply for this role, please send your CV to [careers@sovaassessment.com](mailto:careers@sovaassessment.com), stating the job title in the subject line.