

# Head of Account Management

**Reporting to: Chief Revenue Officer**

## Full Job Description

Join the Sales team and you'll build the relationships that help grow our business in existing markets and beyond.

We are looking for an outstanding leader for the Sova Account Management Team. You will be responsible for managing a team of Account Managers and developing Account Management practices across all Sova regions whilst overseeing efforts to support retention and expansion of our Subscription base.

This role includes leadership, strategic planning, performance coaching, training, expert product knowledge and the ability to add value. You must have experience leading client services in a fast-paced, strong growth SaaS business (preferably in HR tech), account management, sales planning or teams with similar sales support responsibilities. Strong people skills and the ability to work across multiple teams and functions is essential. You will be a crucial member of the Sales Leadership team with comprehensive platform knowledge who can anticipate client and sales team needs.

## KPI's

- Minimising churn and contraction – to within 10% of total subscription base
- Expansion of subscriptions – Growing the sales of our existing clients (this is the net position after churn/contraction)

## What you'll do

- Be accountable for the Churn, Contraction and Expansion of the Subscription base across Sova.
- Develop and own the processes and methodologies to create a world-class Account Management function by setting the strategy and developing working practices (account planning, QBR's etc) for the account management team to optimise subscription sales.
- You will manage a small number of Key accounts yourself.
- Directly manage Account Managers to support and drive retention and expansion of subscriptions. This Account Management team consists of 2 direct reports, with 2 others in a geo-matrix structure. The team is set to grow.
- Partner with EMEA, US and APAC Sales leadership, together with Cross Functional team leads to deliver regional growth strategies
- Be a specialist on all responsibilities, processes and tools of the Account Management role, source market feedback to guide product roadmap prioritisation, and a demonstrated leader of the team

- Provide leadership, team guidance and coaching that ensures process consistency across the sales cycle and in market sales leadership support
- Conduct regular status meetings with cross-functional teams to maintain alignment and identify new opportunities or process improvements that support business growth
- Assess staffing needs and support in interviewing, hiring and onboarding of talent
- Identify and lead training for the Account Management team inclusive of role-specific, soft-skills, procedural and developmental trainings
- Conduct regular team member 121's and track individual performance of team members

### **Who you are:**

- You have strong people management experience, with experience working in the SaaS business landscape
- You have strong knowledge about Recruitment processes and/or Assessment as a sector
- Experience managing experienced Account Managers
- A reputation being an individual that provides world class customer service
- You hold strong relationships with internal and external partner teams
- You translate client requests for internal cross-functional teams
- Detail oriented and find solutions for clients while improving internal processes
- You are an effective listener and transparent communicator
- You are passionate about identifying and developing excellent customer service skills in others
- Clear sense of vision, a proven experience of collaboration across diverse teams and the ability to embed change
- A high level of resilience built across years of enhancing value to meet customer expectations in a highly competitive market
- Curiosity and interest in technology disruption led industry

### **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.