Account Executive

Inside Sales, Public Sector Software
Manchester

About the role

Idox is recruiting additional Account Executives to complement its already successful client relationship and commercial teams working with our Public Sector customers. We are looking to hire people with the drive and ambition to support the development of long-term, trusting relationships with our customers.

The Account Executive's role is to support field-based Account Managers, to oversee a portfolio of assigned customers, to develop new business from existing clients and to run outbound structured campaigns. This is an office-based role, selling and promoting products via telephone calls, emails and social media. Typically, you would be selling and promoting products and services as additional modules, consultancy and renewals for our public sector software portfolio.

Account Executives will be involved in capturing new opportunities, forward planning, customer awareness campaigns and the provision of timely and reliable management information to support Idox business strategy, goals and objectives. You will be representing the whole range of our solutions to new and existing customers and will be encouraged to bring insights and intelligence back to the Group.

Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our clients. An experienced Account Executive has the potential to rise through the career structure at Idox to full account management responsibilities or development as a specialist new business sales professional.

Key Responsibilities:

- Build and maintain strong, long-lasting client relationships
- Promoting the use and adoption of Idox solutions within your allocated customer base
- Incremental sales of Idox products and services
- Engaging with delivery teams to ensure delivery to agreed timescales
- Ensuring customer retention and working with these customers to ensure further development in the customer's use of Idox solutions
- Liaising between customers and account managers
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with resolving client requests or issue escalations as needed.

To be successful, you'll need to bring:

- An understanding of how software and related services can improve the effectiveness of Public Sector organisations
- A consultative approach, able to influence others to support objectives
- Demonstrable ability to communicate, present and influence key stakeholders
- Solid experience with CRM software (e.g. Salesforce) and MS Office (particularly MS Excel)
- 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 and communication abilities
- An ability to form strong and mutually beneficial business relationships

- A track record of achieving targets, goals, and objectives
- Strong written, listening and oral communication skills
- High level of commitment and passion for achieving levels of service excellence
- Excellent time management and prioritisation skills
- Negotiation skills.

Additional desirable qualities:
- Experience and knowledge of selling and/or working in the Public Sector.

About Idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies, in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.650 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has offices and teams throughout the UK and therefore travel may be required.

The Benefits
This post commands a competitive salary depending upon experience, along with an excellent benefits package.

How to apply
Applicants should submit a CV, and a short cover letter *(maximum 500 words - including salary expectation, and current remuneration)* explaining why they feel they would be suited to this role to Join.Us@idoxgroup.com.

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy Notice
As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here http://www.idoxgroup.com/privacy.html