



## Account Manager, Public Sector Software

### Land, Property and Public Protection

### Home based, with travel. Scotland.

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#### About the role

Idox is recruiting an **Account Manager** to be responsible for its Local Government client relationships in Scotland. Our regulatory services customer base in Scotland currently comprises all 32 Councils as well as 2 National Parks.

We are looking to hire someone with experience of the UK public sector to oversee and develop our long-term customer engagement. The Account Manager's role is to oversee a portfolio of assigned customers, develop business within existing clients and actively seek new sales opportunities.

The principal solutions involve our Uniform and Idox Cloud case management systems, private Cloud hosting, document management, as well as related professional and managed services.

Our **Idox Account Management** model encompasses a wide range of activities, the key ones being development of strong customer relationships, connecting with key stakeholders, and delivering successful business growth within the territory to attain and exceed quotas and targets, as well as strategic and tactical goals for Idox. You will liaise with other internal teams (including Customer Services, Delivery and Product Development departments) to support you and your customers. The role will be largely home-based but will require some travel to meet with clients and colleagues.

A successful Idox Account Manager is pivotal for our sales team. Above all, you will be responsible for ensuring that Idox is meeting our clients' needs and that our individual customers are positively engaged with our products and services. In addition to this, you will be identifying and progressing new opportunities, forward planning, customer awareness campaigns and the provision of timely and reliable management information to support Idox objectives. This means representing the whole range of our solutions to your customers and you will 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 customers.

#### Key responsibilities:

You will be required to maintain and develop strong, long-lasting client relationships at all levels with our existing local government customer base in Scotland and:

- Provide consistent engagement with customers via remote and on-site meetings, as well as arranging and attending software demonstrations
- Promote a wide, effective use and understanding of Idox Solutions within your allocated customer base
- Find and deliver incremental sales of Idox products and services to meet evolving customer needs
- Ensure customer retention, agreeing long-term strategies with customers to further develop their use of Idox solutions
- Negotiate contracts and close commercially beneficial sales opportunities
- Collaborate with the wider Idox sales teams to identify and grow opportunities within your territory, respond to tenders and other types of customer market engagement
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders

**Idox. Do more.**

- Find new business with existing clients and identify areas of improvement to meet sales quotas
- Accurately forecast and track key account metrics
- Prepare reports on account status
- Assist with resolving client requests or issue escalations where required
- Participate, and be the Idox lead where required, in broader forms of engagement with our customer base, including user groups, webinars and other collective discussions and presentations
- Adhere to Idox Information Security & Management System Policies.

## To be successful you'll need to bring:

- Experience and knowledge of selling and/or working in the Public Sector
- An understanding of how software and related services can improve the effectiveness of Public Sector organisations
- Experience in planning and delivering solutions focused on customer needs
- A consultative approach, able to influence others to support objectives
- An ability to form strong and mutually beneficial business relationships
- Good negotiation skills
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organisation, from individual officers to executive and C-level
- Experience with CRM software (e.g. Salesforce) and MS Office (particularly MS Excel)
- Analytical skills to interpret and utilise data and bring insight to contribute to strategic decisions
- Proof of ability to attain targets, goals and objectives, pro-actively managing a busy workload
- A passion for achieving consistent levels of service excellence
- Excellent time management and prioritisation skills.

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## About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments. Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more. We employ around 500 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

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## Our Values



**Dynamism**  
We shape our future



**Responsibility**  
We are accountable for our actions



**Integrity**  
We do the right thing



**Valued**  
We value each other



**Excellence**  
We set the benchmark for quality

**DRIVE**

The core values taking us forward

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## Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

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## Our Benefits



### Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



### Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



### Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



### Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



### Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



### Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



### Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

## How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **[join.us@idoxgroup.com](mailto: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.

## 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 our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>