# Account Director (UK & ROI)

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| Job title | Account Director | Job family |  |
| **Grade** |  | **Reports to** | Director, Account Management |
| **Location** | Home Based, with travel to the office as required. | **Team size** | Direct – 0  Indirect reports – 0 |

| About the role: |
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| As an Account Director your role will be pivotal in growing revenue within our Mid-Market customer base. This will be achieved through your deep industry knowledge and ability to build strong and influential relationships with key C-Suite stakeholders within those organisations. You will act as an advisor, helping your clients to understand their pain points and where our solutions can add real value.  Using the appropriate discovery tools, you will gain insights into the needs of our customers, short and long term, leveraging your in-depth knowledge of the Zellis suite of products to increase revenue, whilst ensuring that our customers are powered to provide exceptional employee experiences.  Executive stakeholder management is key to success for this role. Your ability to influence the buying process from start to finish will be crucial to creating lasting & trusted relationships, that positively impact our NPS score, making us the go to HR, Payroll and WFM provider.    Having a growth mindset, you will actively seek new opportunities, enabling you to exceed targets whilst creating a customer centric culture, fostering positive relationships with your account base.  Internal stakeholder management is also key. Working with our experts across the business you'll build a plan aligned to your customers that meets the Zellis business requirements and strategy of the customers for mutual success. A plan you will own and be accountable for.  You will understand customer risk and management to ensure that Zellis retains their customer base. |
| **Role accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:**   * **Customer Relationship Management:** Building long-term relationships with customer C-Suite members, ensuring their success with our HR, Payroll and WFM software solutions. * **Thought Leadership:** Act as a thought leader for our customers, being a trusted partner that means you are the first person they think of for adjoining HR & Payroll services. * **Strategic Planning:** Really understand your market. Create white space analysis and own, develop and execute account strategies aligned with customer goals and growth targets. * **Revenue Growth:** Identify upsell and cross-sell opportunities to expand customer engagement & ‘stickiness’ increasing annual recurring revenue. * **Leadership:** Whilst this role does not carry people management, your impact on others is key. Mentor and guide others to deliver exceptional customer experiences. * **Target Driven:** Leveraging your network and customer relationships to exceed your targets. * **Act as Product Champion:** Use discovery tools to deep dive into our customers requirements in the future and provide solutions from our suite of Services, using your influence to drive revenue * **Demand Generation:** Remembering that every conversation is a lead, take proactive actions to drive demand generation * **Pipeline Management:** Through effective pipeline management ensure that it is sufficient to meet or exceed targets * **Forecast Reporting:** Accurately maintain forecast information ensuring that all commercial risks are highlighted and recovery plans are in place * **Strategic Direction:** Ensure that all interactions with Customers are aligned to the Zellis strategic goals, feeding back into your and the Mid Market teams strategic plan * **Market Intelligence:** Using your network and disruptive selling techniques, draft a territory strategy to ensure that we stay ahead of our competitors   **Requirements:**   * Proven track record in Account Management in the HR, Payroll & WFM tech or SaaS industry. * Strong understanding of HR, Payroll& WFM processes and software (e.g., ATS, payroll, performance management). * Exceptional communication, negotiation, and presentation skills. * Ability to manage multiple high-value accounts simultaneously. * Strategic thinker with a results-driven mindset.   **Preferred Qualifications:**   * Experience with complex customers. * Familiarity with tools like NetSuite, HubSpot, or similar CRM platforms. * Knowledge of current HR & Payroll trends and compliance requirements. |
| **Special circumstances / Other requirements e.g. travel requirements, working arrangements etc** |
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| About Zellis Group |
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| We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.  Zellis Group consists of three companies - Zellis, Moorepay and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.  Our overall purpose is to *power exceptional employee experiences so you and your people do better*.  **Our history**  We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.  More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.  We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.  After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.  In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.  **We’re proud of our culture**  At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.  **Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.  A screenshot of a computer  Description automatically generated |

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