

Strategic Account Manager



Job reference (0000000000000)

Job Title	Strategic Account Manager	Job Family	TBC
Grade	TBC	Reports to	Sales Director – Strategic & Enterprise Accounts
Location	Zellis Office UK Locations, Hybrid or Customer Sites	Team Size	Indirect reports - 0

About the role:

In this role, you will report to the Sales Director – Strategic & Enterprise Accounts and working with a dedicated number of our customers to increase our brand awareness through the portfolio of services that we deliver.

As a Strategic Account Manager, you will be accountable for the growth and development of some of Zellis' largest and most important accounts. You will engage with Board level stakeholders across HR, Finance and IT and will be accountable to ensure that your customers understand the Zellis service offerings available whilst increasing revenue. In this role you will develop your account strategy and sales plan to secure the service renewals and increase sales revenue in line with sales targets. You will build deep, long-term relationships with the customers and internally within Zellis be aligned with our values to be Unstoppable Together, Always Learning and Making it Count.

This is a pivotal role to ensure we build deep customer relationships. Working with our experts in Managed Service, Pre-Sales, Commercial, Implementation and support, you will build a plan aligned to you customers that meets the business requirements and strategy of the customers for mutual success. In this role it is key that you maintain an understanding of competitive activity in the HCM and Managed Service market. Our teams are not only knowledgeable about services we provide we are also passionate about to deliver the right outcomes for our customers whilst ensuring compliance.

You will be instrumental to support our vision: to be the clear leader in pay, reward, analytics, and people experiences while belonging to our culture where people belong to and are part of a progressive organisation.

Our values...



Unstoppable together

We **work together** to achieve amazing results.

We are **inclusive**, celebrating differences and respecting others.



Always learning

We build **expertise** in ourselves and others.

We are **dynamic**, always looking for better ways.



Make it count

We work with **precision** and pace.

We take **ownership** for what we do and how we do it matters.

Making People feel appreciated for the work they do.

Role Accountabilities and responsibilities:

In this role your key responsibilities will be:

- Build relationships with senior HR, Finance and IT stakeholders in accounts to enable the identification of opportunities
- Thought leader for clients in HCM and Payroll, acting as a partner to your key client stakeholders
- Exceed sales targets by owning, driving and renewal, upsell and expansion opportunities in the Zellis customer base
- Own and manage the end-to-end sales process to deliver against a range of performance metrics
- Engage with appropriate resources during the sales process including Managed Service, Zellis leadership, Pre-Sales, Commercial, Implementation and support
- Developing a strategy and sales plan for the designated Accounts/Territory
- Engage customers by positioning the Zellis portfolio of services and solutions, stimulating the customer by leading with Zellis experience, value discovery cases, references and insight from the marketplace, including analysts and other influencers
- Generating and following up on leads through the engagement process
- Create and progress a sales pipeline to meet sales objectives
- Accurately forecast monthly and quarterly revenue
- Maintaining an understanding of Zellis's strategic direction and interpreting its relevance to the accounts/territory
- Maintaining an awareness of Zellis's current and future roadmap of solutions and services
- Maintaining an understanding of competitive activity within the accounts/territory
- Support the transition of customers to migrate to new services aligned with lines of business such as customer success, managed service, and implementation.
- Provide references from your accounts
- Be an active part of the team and an ambassador for Zellis
- A role model, mentor, or coach

In this role the day to day activities you will complete are:

- This role focuses on managing the expansion of the Zellis portfolio within customer, working across lines of business to secure customer renewals and upselling additional services.
- Customer Relationships: Actively and personally develops appropriate customer relationships that will support the overall Account Plan. Develop a strong influence and coaching network within the customer and relevant partners. Engage with key stakeholders, secure their sponsorship to deliver agreed successful outcomes.
- Keep current on and communicate current industry trends, drivers and potential
- Translate Zellis's Strategy and Marketing Messages to the customers
- Align the right internal teams to meet the customer requirements
- Manage leads and opportunities accurately within Netsuite to support rolling 4 quarters forecasting (R4Q).

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- Build and maintain effective relationships with other Zellis lines of business to ensure resources are made available as and when required
- Establish and maintain contractual agreements between Zellis and the Customers
- Maintain contact with accounts through regular monthly or quarterly meetings
- Operate in line with Zellis's business processes and procedures
- Deliver and co-ordinate customer presentations and demonstrations
- Attend Industry forums

Role Essential Skills and about you

Essential Skills

- Proven track record of selling HCM against targets with considerable experience in the Payroll & HR or Managed Services market
- Demonstrable track record of sales achievement
- Innovative customer engagements through providing insight and challenge to differentiate the Zellis portfolio of solutions and services
- Credibility at all levels and evidence of building strong relationships internally and with the customer community
- Excellent communication skills (written, telephone, presentation)
- Proposal writing – Customer outcome focused
- Experience of 'value selling'
- Negotiation Skills (i.e. contracts and cost proposals etc.)
- Management Skills (i.e. managing clients and their expectations, internal resources, time, etc.)
- Capacity to understanding our solutions, service, and the benefits they can deliver to clients
- Driving Licence
- Ability to travel to client locations. (including overnight stays when applicable)
- A need to work outside of normal business hours from time to time.

You will:

- Positive attitude and energy, with a passion for building relationships
- Strong personal network
- Significant proven success in a sales role
- Demonstrable delivery of continuous service improvement
- Excellent knowledge and experience of HR, payroll, or managed services
- Manage leads and opportunities accurately within Netsuite to support rolling 4 quarters forecasting (R4Q).
- Positive role model for the team who leads by example

About you:

- Expert in HCM and payroll related services
- Exceed sales targets by owning and winning new opportunities within your accounts/territory
- Developing a strong pipeline of opportunity within your accounts/territory
- Be an active part of the team and ambassador for our business

- Engaging with appropriate resources around the business such as pre-sales, customer success business advisory, marketing, Zellis Consulting Services, Zellis executives and others
- Forge excellent relationships with our customers
- Develop a strategic territory plan and specific account plans
- Provide references from your territory in supporting new business opportunities
- Retaining our customer service while creating new opportunity
- Create and progress a sales pipeline to deliver on sales objectives
- Effective communication skills to both internal and external stakeholders
- Commercial awareness
- Proven ability to identify opportunities for process improvements
- Strong organisation and planning skills, effective time management and the ability to use efficient work methods and tools

About Zellis

Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.

Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.

Our purpose is to make people feel appreciated for the work they do – through precision, choice, and magic.

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.

Our vision

Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There's nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs. We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today's business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.

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.

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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.



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