

Account Manager

£35,000 per annum

Job Specification



London, UK & Hybrid

Permanent

Full Time – 40 hrs per week

Roxhill Media – Our History

Roxhill's media database platform is the next-generation of media intelligence. It is sold to Company communication teams and PR or media agencies across the globe, who use it to facilitate effective communication with the journalist communities.

Roxhill was created just over 7 years ago by the PR and media database veteran Alex Northcott. Alex spent the early part of his career working as the PR Director at Morgan Stanley, however he is best known as the founder and CEO of the original digital media database, Gorkana from 2003-2011. After he sold Gorkana, he spent a few years in charitable work for Help for Heroes. He then decided it was time to return to the PR world. Fusing together a clever combination of tech and Media data, Alex launched Roxhill in 2015. (www.roxhillmedia.com)

The Role:

With a growing client base of over 1,500 customers, spread across many sectors, this role is an exciting opportunity for an ambitious person who enjoys developing and managing relationships with external stakeholders. As part of the client team, you will be responsible for managing your own clients, on a personal and individual basis. You will ensure that they receive the highest level of personal customer service whilst using Roxhill so that they will get the most value out of the Roxhill platform.

Responsibilities will include:

- Successfully on-board new clients to ensure they understand the functionality and full scope of our platform
- Providing initial training for the individual team members of each client and, as required, throughout the life of a client's subscription
- Build a full understanding of your clients and their business(es) to build a genuine relationship and assist in upselling any new features or products
- Advise clients of new features and launches.
- Providing support to clients via the telephone or email guiding them through queries or issues
- Negotiating and securing client subscription renewals
- Work with the Marketing team to produce collateral such as guides/handbooks for client to educate them on Roxhill and the PR Industry
- Preparing weekly/monthly progress reports for the management team

What we are looking for:

The accuracy of our data-intelligence and the service we provide to our clients is fundamental to the brand and ultimately, to the success of Roxhill. So, we are looking for someone who has experience of working in a customer-focused role, ideally with experience of negotiating and securing renewals.

The ideal Account Manager candidate will also possess:

- Confident communication and presentation skills, both written and verbal
- A positive attitude
- Excellent organisational skills and the ability to plan their time and diary
- Attention to detail and high level of accuracy
- Thorough knowledge of IT and computer-based packages
- Reliable and be comfortable working to tight deadlines
- Self-motivation and appear confident, thorough and tenacious
- Able to work effectively as part of the client management team

Desirable experience:

- Working with databases at a SaaS company
- Experience of Customer Relationship Management software
- Excel and other MS Office tools
- Negotiating and securing renewal subscriptions
- Experience of working with or expertise in influencer marketing tools / platforms would be a bonus.

In addition to the usual perks, we offer:

- Competitive salary
- Commission/Bonus Scheme
- Friendly & open working environment
- Hybrid working
- Pension Scheme
- Health cover & wellbeing services
- Sabbatical time of up to 3 months
- Time off on your birthday
- Access to holiday villa in Spain
- Enhanced family leave scheme
- Weekly schedule of online fitness classes
- WeWork discounts across Gym membership (50%) as well as many retailers