



We're currently recruiting an experienced **Key Account Manager/ Customer Success Manager** to manage around 30 existing and potential accounts of small to medium size pharmacy groups, primarily across the north of England and in Scotland, with a few further afield.

What you're looking for?

A field based role with a mix of 80% existing accounts and 20% new business. You'll be the accountable lead in the company for every customer and prospect in your portfolio of accounts, dedicated to maximising the value of the product and service portfolio to existing and potential customers. Your eventual deep understanding of the products and services will enable you to develop compelling solutions to pharmacy groups using your knowledge of the challenges faced by operators of multiple sites to drive sales and opportunities from your territory.

- **Ownership of the Customer Success Outcomes** for your portfolio of accounts:
Increase renewal rates and reduce churn in our customer portfolio
Growing revenue through cross-sell and up-sell activities
Develop the future lifetime value of customers through demonstrable product adoption, customer satisfaction and other measures used by the business
- **Manage Customer Success Activities** for your accounts across Onboarding, Training, Service delivery, Customer Success Management
- **Develop, maintain and deliver the Customer Success Plan** for each account, working across the business to drive the delivery of the plan for your customers
- **Develop deep Product knowledge being able** to introduce and demonstrate products features and benefit, providing expert advice and propose compelling solutions which add demonstrable value to customers

What we're looking for?

Someone with existing sales experience within the software solutions or healthcare sector, with a good blend of account management and new business skills.

Someone who takes responsibility for and can build long term relationships with existing accounts, whilst developing targeted strategies for penetrating and growing potential new customer accounts.

A self-starter who can happily manage their time effectively in the field, able to drive and happy to look after accounts across the north of England, Scotland and potentially further afield. They need to be able to quickly understand software solutions, client pain points and opportunities for up-selling and cross-selling.

What we're offering you

You'll be part of our friendly, supportive and focused team. We promote a culture where everyone pulls together; we're really passionate about the solutions we deliver and the impact they have on healthcare services all across the UK.

We're offering a competitive salary with an excellent range of employee benefits - including matched pension, health cash plan and a well-being allowance - plus personal development and opportunities for your career progression longer term.

Our teams enjoy a variety of work-related events as well as regular social activities online, in and out of the office.

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Other information

Full time, permanent role.

Home/field based role; area covered North/ North West of England e.g. Manchester, Leeds...

£40-45k basic DOE + £10k OTE bonus + £4430 car allowance, plus our excellent benefits package

If this is just the role you've been looking for, please [apply directly](#) on our recruitment portal or email any queries to our recruitment team [here](#), thank you.