

Role Profile: Junior Account Manager – Secure Mobility

A bit about us...

Amiosec is an exciting and growing UK technology company with innovation, agility, and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology, products, and services in the communications security sector.

What We're Looking For

The Account Manager's role is to develop new and enhance existing customer relationships and provide a dedicated focal point for contact and communication.

This is a really important role for our organisation and will be instrumental in helping us to support the continued growth of the business through the delivery of successful outcomes to our customers.

NOTE: - Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

Role Competencies

The sections below outline the typical competencies that we are looking for. These are wide-ranging and represent the full cross section of capabilities that we seek. Prospective candidates should be able to demonstrate ability in a number of the role competencies (depending on grade/experience) and as a minimum, satisfy the core competencies as listed. We are not looking for full coverage across all of them in any one candidate.

	Competency
Client Relationship Management	<ul style="list-style-type: none">• Maintain and build strong relationships with existing client(s), acting as the main point of contact with regular meetings.• Ensure accurate representation of the client (s) views and opinions.• Observe and analyse client requirements in order to understand and react to changes in their needs.
Customer Support and Issue Resolution	<ul style="list-style-type: none">• Understand and appreciate the customer's environment• Address client(s) concerns and issues, ensuring timely resolution and client satisfaction.• Collaborate with the Amiosec Service delivery team in ensuring continual service improvement of capabilities to support customer outcomes.
Sales Growth and Upselling	<ul style="list-style-type: none">• Identify opportunities to upsell or cross-sell products and services to new and existing client(s), driving revenue growth.



	Competency
	<ul style="list-style-type: none"> Support BD with proposals and customer engagements to define requirements and outcomes of proposals.
Product Knowledge	<ul style="list-style-type: none"> Stay updated on the company’s technology solutions to provide informed recommendations to client(s). Assist the products team in identification of user requirements and scale and scope of product functionality to support new product introduction.
Contract and Agreement Management	<ul style="list-style-type: none"> Handle renewals, negotiations, and amendments of service contracts with clients. An awareness of commercial aspects – e.g. working agreements, product and end user licensing, Intellectual Property protection, etc. Creation/Review of customer facing documentation including proposals, user documentation, etc.
Performance Tracking and Reporting	<ul style="list-style-type: none"> Monitor account performance and usage metrics, preparing regular reports for both the client(s) and internal stakeholders. Engagement with financial functions to ensure accurate capture of financial reporting.
Marketing, Exhibitions and Engagement	<ul style="list-style-type: none"> Support the Business Development/Growth and Strategy Team with Defence and Government focussed exhibitions and engagements. Support the Rosa Product Manager and Marketing Team in the awareness, education and upselling of Rosa Mobile Products and Services.

Core Competencies

	Competency
Interpersonal	<ul style="list-style-type: none"> Effective level of emotional intelligence to build positive working relationships/partnership Collaborate with colleagues as necessary to ensure deliverables are achieved. Enthusiastic and positive approach to all engagements Demonstrate honesty and integrity in all client (stakeholder) engagements Able to work independently and report back into the wider team effectively
Communication	<ul style="list-style-type: none"> Strong verbal and written communication skills delivered confidently and with clarity. Active listening skills
Customer Focus	<ul style="list-style-type: none"> Understand and appreciate the customer’s environment. Manage and respond to customer feedback and changing requests Customer prioritisation at all times. Ability to respond and react to changing client requirements and/or changing priorities
Knowledge	<ul style="list-style-type: none"> Specialist knowledge of the customer environment and culture



	Competency
	<ul style="list-style-type: none">• Knowledge of the Company technology products and solutions portfolio
Analytical	<ul style="list-style-type: none">• Strong financial and business acumen to be able to analyse data and present information concisely and accurately.• Strong commercial understanding including impact of sales on Profit and Loss (P&L) accounts• Demonstrate attention to detail.• Apply logical reasoning and critical thinking to problem solving.
Organisational	<ul style="list-style-type: none">• Planning, organising and monitoring workload• Delivery to set timescales/deadlines.

Amiosec is committed to providing equality of opportunity for all. We aim to ensure our workplaces are free from discrimination and that our current and future colleagues, are treated fairly and with dignity and respect. Please inform us of any reasonable adjustments that we may need to make to the application or interview process.

