



Account Manager

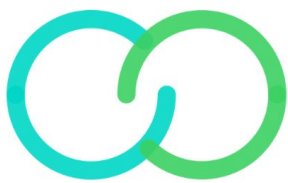
Remote first, flexible working.
Salary: £35,000 - £40,000



POWERING PEOPLE TO POWER PROGRESS

1Team is both who and what we are.

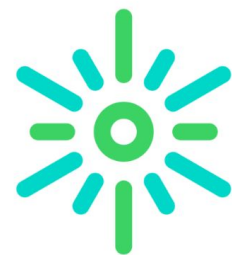
It's our diverse and inclusive team and the culture we create together. It's a collaborative community committed to using the power of learning to help our customers reach their goals, inspiring each other to achieve extraordinary things together. Diverse though we are, 1Teamers share three key characteristics: we are driven to achieve excellence, we are committed to learning and sharing knowledge, and we stay open and curious, caring about each other, our customers, their learners and our communities.



TO CONNECT



TO CREATE



TO WOW

We are a remote-first business with a fantastic collaborative Hub in Belfast's Titanic Quarter, which we use for our quarterly All Hands meetups and to work collaboratively together when desired. If our expertise, outstanding flexibility and 1Team Culture sound attractive to you, and you have the skills and experience to apply for this role, we would love for you to apply.

JOB OVERVIEW



Account Manager

We are looking for an experienced Account Manager to join our Sales Circle and take ownership of a portfolio of existing customers.

You'll build strong commercial relationships, understand what matters to your customers and help them get more from working with Synergy Learning.

As you get to know your customers you'll proactively identify opportunities where we can help further. That could be another product, consultancy, development work or bringing somebody else from the business into the conversation.

Success in this role comes from building trusted relationships, taking ownership and actively helping customers get more value from working with Synergy Learning.

Job Purpose

The purpose of the role is to maximise the value, retention and growth of your customer portfolio.

The role is responsible for protecting recurring revenue, delivering high renewal rates and identifying opportunities to grow existing customer accounts through additional products and services.

By staying close to your customers throughout the year, you'll understand where they're trying to get to, recognise where we can add more value and bring the right people into the conversation when specialist expertise is needed.

Responsibilities

Customer relationships & account management

- Own the commercial relationship for your customer portfolio.
- Get to know your customers, how they work, what they're trying to achieve and the challenges they're trying to overcome.
- Keep in regular contact throughout the year, not just when a renewal is due.
- Build relationships with the people who influence decisions as well as those using the platform every day.
- Be somebody your customers enjoy working with and trust to give honest advice.
- Bring the right people into conversations when customers need specialist support while maintaining ownership of the overall relationship.
- Make it easy for customers to do business with Synergy Learning.

JOB OVERVIEW



Account Manager

Responsibilities

Commercial growth & renewals

- Take ownership of renewals from early planning through to agreement.
- Protect recurring revenue by staying ahead of potential risks.
- Grow existing customer accounts by identifying opportunities where we can help them achieve more through our products and services.
- Ask good questions to understand where customers are heading and what they will need next.
- Be comfortable talking about pricing, commercial options and contract changes.
- Own the commercial performance of your customer portfolio, delivering against agreed retention, renewal and growth targets.

Account planning

- Keep a clear plan for your customers rather than reacting when something happens.
- Understand how customers are using our platforms and identify where they could achieve more.
- Hold regular account reviews where they add value.
- Listen carefully to customer feedback and share it internally.
- Help shape future opportunities by understanding what customers need before they ask.

CRM & commercial discipline

- Keep the CRM (HubSpot) accurate and up to date so it always reflects what's happening with our customers.
- Every customer should have a clear next step. Record meetings, decisions and agreed actions as you go.
- Keep account plans up to date as customer priorities, relationships and opportunities change.
- Produce reliable forecasts and maintain clear visibility of renewals, opportunities and commercial risks across your portfolio.
- Stay organised. Managing a large customer portfolio means balancing priorities, following things through and keeping commitments.
- Follow the agreed Sales Circle processes and ways of working.

Collaboration & 1Team working

- Work closely with Consultancy, Support, Project Management, Product, Marketing and the wider Sales Circle.

JOB OVERVIEW



Account Manager

Responsibilities

- Share what you are hearing from customers so the wider business stays informed.
- Keep colleagues updated so everyone understands the customer's priorities, what's happening next and who is responsible.
- Support smooth handovers and clear communication across the business.
- Contribute positively to the culture and standards of the Sales Circle.
- Work closely with Customer Success to understand customer needs, share insight and maximise opportunities within your customer portfolio.

Professional development & networking:

- Build your knowledge of our products, services and the markets we work in.
- Stay up to date with developments across learning technology.
- Keep improving your commercial, product and relationship management skills.
- Take an active role in your own performance enablement and development.
- Look for ways to improve how you work and the value you provide to customers.
- Proactively seek out training opportunities, workshops, or seminars to elevate skills, knowledge, or industry insights relevant to your aspirations.
- Attend industry events, conferences, or webinars to expand professional networks, learn from peers, and keep a pulse on SME challenges and opportunities.
- Actively participate in our performance enablement programme through positive engagement in 1:1s, the acquisition of skills and the achievement of agreed goals.

Relationships & Reporting:

- **Reporting to:** Sales Manager
- **Direct Reports:** None
- **Location:** Remote (UK/Ireland)

JOB OVERVIEW



Account Manager

Essential Criteria - You must have

- Residency, along with the right to work in UK or Ireland
- At least three years' experience managing customer accounts within a B2B SaaS or subscription business.
- A proven track record of retaining customers and growing existing accounts.
- Confidence in managing a varied portfolio of customers and balancing competing priorities.
- Experience identifying opportunities to grow customer accounts through additional products and services.
- Strong CRM discipline, with experience managing customer activity, opportunities and forecasting.

Valuable Experience - We would love you to have

- Experience within a learning technology business.
- Knowledge of Moodle, Totara or similar learning platforms.
- Confidence using HubSpot, Confluence and Jira.
- Experience working in a remote-first organisation.
- Experience managing a varied portfolio of customers.
- Experience working within a growing SME.

WE ARE LOOKING FOR SOMEBODY WHO...



We are looking for someone who can demonstrate:

- A genuine interest in customers and how their organisation works.
- Comfort in managing a busy portfolio and balancing competing priorities.
- Confidence with building relationships and having honest commercial conversations.
- Comfortable leading commercial conversations around renewals, pricing and contract changes.
- An ability to take ownership, follows things through and not wait to be chased.
- An ability to build strong relationships with stakeholders at different levels of an organisation.
- Good commercial judgement and the confidence to balance customer needs with business priorities.
- Knowledge of when to handle something directly and when to bring in the right person to help.
- A desire to always looking for better ways of working and helping customers get more value.
- Willingness co-locate for onboarding and collaboration purposes from time-to-time.
- An ability to excel in a remote-first environment
- A hunger for learning and a demonstrable track record of engaging with continuous professional development or experiential learning.
- An ability to work independently, yet also team-orientated

BENEFITS & PERKS



1 Team work hard to achieve incredible results for our customers, so we want to be sure everyone is rewarded for their efforts on top of a competitive salary.



Access to our state-of-the-art **Belfast Hub**

Flexible remote-first working model with **core hours 10am-3pm**



- **Bonus Scheme**
- **Pension Plan**
- **Life Cover**
- **Enhanced Maternity & Paternity leave**



A **welcome gift box** with the latest **cutting edge tech** and accessories



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All Hands company wide meet-ups in Belfast per year for **connection, collaboration and social activities**



- **35 paid days annual leave** including 7 bank holidays
- **Birthday** day-off
- **Birthday gift voucher**
- **Holiday purchase scheme**
- **90 days work-from-anywhere**
- **52 protected learning hours**
- **Funded training and qualifications**
- **Wellbeing check-ins**



- **CSR initiatives**
- **15 volunteering hours**
- **Passionate about equity & opportunity**

AND MORE...

Explore the full range of benefits and perks [here](#).

HOW TO APPLY



If you are suitably qualified and experienced and you think you would like to join us, then we'd love to hear from you! Here's how you can apply:

- Follow the link 'Apply Now' to begin your application
- Upload and attach a copy of your up-to-date CV
- Attach a cover letter explaining why you're the best person for this role, outline your career objectives and how Synergy Learning can help you fulfil them.
- Answer the supplementary questions as best you can and submit your application: easy!
- We will respond to every applicant and our People Circle will contact you to arrange an interview if your skills and experience are a strong match for the role.

We are an **equal opportunities employer** and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by **females** in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any **reasonable adjustments to assist you** in applying for this role, or in due course, attending an interview, **please let us know** and we will do all we can to facilitate the request(s).

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our [privacy policy](#). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.