



Job Title: Account Manager / Account Director – dependent upon experience

Location: Central London and WFH

Business Area: Market Research

Salary: Competitive

Hours: 37.5 hours per week

Contract: Permanent / Fixed Term Contract

About GTI:

We aim to help students realise their potential in the world of work through technology, content and tools. That's not an easy thing. We believe in understanding students and partnering with employers, universities, schools and other technology providers.

It's about students finding the right role and employers finding the most suitable candidates. But its more than that – it's about helping young people discover options, develop and build confidence.

The Role Outcomes:

- 1. Acquisition and retention of customers:**
 - a. Acquire new customers (predominantly large UK and Ireland employers)
 - b. Retain and develop existing relationships to create ongoing opportunities.

- 2. Successful articulation of our market research proposition ensuring with clarity, that Employers understand how they will use our service:**
 - a. Build relationships with a broad range of graduate and apprentice employers across a range of stakeholder seniority and expertise levels
 - b. Gain a detailed understanding of their main priorities, objectives and challenges
 - c. Identify how and where our research can support them and add value, creating meaningful sales activity as a result.

- 3. Delivery of an excellent customer experience**
 - a. Working closely with the research delivery team, ensuring all contracts and expectations are met
 - b. Creating a strong customer retention pipeline.

Person Specification:

You will be based within our market research team, and part of our wider commercial group as one of the main commercial drivers within our research portfolio:

- Professional manner and able to articulate effectively to all levels of stakeholder
- Organised and highly motivated
- Demonstrated ability to meet goals
- Strong contributor as part of a team, but also building cross-functional trust and relationships within our organisation

Work Experience, Knowledge and Skills:

- 2+ years' experience of the early careers recruitment sector either at an 'end' client or a supplier
- Successful commercial track record for both customer acquisition and customer retention
- Educated to degree level
- Excellent oral and written communication skills

- Computer literate – MS Office, email, web, digital
- Analytical and comfortable with compiling and delivering reports to senior managers
- Excellent phone and conversational skills

Other Information

- 3-month probationary period
- Training provided

Benefits

- Market leading benefits package: 5% Contributory Pension, initial 25 day's holiday, enhanced maternity/paternity policies, life assurance scheme.

For more information, please contact Amy McSweeney, HR Manager amy.mcsweeney@groupgti.com