

Account Manager

Main Purpose of the role:

Our Sales Executives are a key part of the Epic Team and lead our work on developing and selling learning solutions to clients. This involves building relationships with clients and working with the development team to deliver the required learning solutions

Main Duties

Sales Prospecting

- Creating and following up on leads from exhibitions, talks at conferences, referrals etc.
- Building a pipeline of prospects through regular networking and relationship building to ensure Epic is included on all ITT's, framework contracts and select lists

Solution Development

- Meeting with potential clients to understand their requirements
- Developing a creative solution to meet the client's needs, working closely with the Epic Production team
- Writing winning proposal documents
- Undertaking consultancy work for clients, as appropriate, to develop learning solutions which

will improve their organisational performance

Presenting our solution

- Presenting and selling professionally and confidently to clients
- Negotiating deals and handling contracts

Managing the solution through to completion

- Strong account and relationship management skills
- Ability to develop key account plans and strategies
- Working with Production on project management and implementation
- Developing capabilities of colleagues in the team

In addition to the duties and responsibilities listed, the jobholder is required to perform other duties.

Person Specification

Experience of at least one of the following:

1. Developing learning solutions for large organisations and operating at a senior level
2. Ability to sell content managed web solutions
3. Successfully selling consultancy or technology solutions at a senior level
4. Senior experience in one of the following sectors:
 - Health
 - Education
 - Financial services
 - Government
 - Web

Job related Knowledge, skills and abilities

Essential:

- Sales prospecting
- Ability to understand and assess client needs
- Ability to develop creative client solutions
- Ability to communicate, orally and in writing, in a clear, concise and effective manner
- Ability to present to senior audiences
- Proposal writing skills
- Ability to develop key accounts
- Understanding of e-learning developments in the wider market
- Sales closing - good negotiation skills and handling contractual issues

- Ability to develop and maintain good relationships with clients
- Ability to use powerpoint, Act, excel, office systems
- Influencing skills
- Ability to build effective relationships with Production
- Project management

Desirable

- Understanding of Training Needs Analysis
- Understanding of internet delivery issues
- Understanding of management of change in organisations
- Understanding of industry standards e.g. IEEE, SCORM, and usability standards
- Understanding of learning technologies such as Learning and Content Management Systems

like to join us?

If you have the above skills and want to work in a fast-paced, creative environment then please send us your CV.

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