

JOB DESCRIPTION

# Account Manager

**LOCATION:**

Milton Keynes Head Office - Mix of home and office-based working

**HOURS:**

Full-time

**SALARY:**

Dependent on experience



**WHO ARE PRAGMATIQ?**

Pragmatiq are a Microsoft Solutions Partner who specialise in designing and developing Bespoke CRM (Customer Relationship Management) Systems and Custom Business Solutions, leveraging Microsoft Dynamics 365 and the Power Platform.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve our mission:

*We are a team of Microsoft Technology specialists, offering high-quality technical services; designing, developing, and supporting bespoke solutions. Working within our values of Accountability, Collaboration and Excellence, we use our expertise to push technological boundaries. By offering a true partnership, we help our clients to succeed and are able to accomplish great things together.*

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



**ACCOUNTABILITY**

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



**COLLABORATION**

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



**EXCELLENCE**

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.



## THE ROLE

We are seeking a dynamic and results-driven Account Manager to join our growing team here at Pragmatiq. As a key member of our Business Development unit, you will be responsible for fostering & maintaining strong relationships with our brilliant clients. You will act as the primary point of contact for them, ensuring their needs are met and their expectations are exceeded.

This role requires a combination of strategic thinking, exceptional relationship-building skills as well as the ability to understand client needs to drive client retention and revenue growth.

## KEY RESPONSIBILITIES

- Serve as the main point of contact for our clients, maintaining regular communication to understand their needs, concerns, objectives and future project requirements
- Develop a deep understanding of each client's business, industry & challenges to be able to build credibility and provide compelling proposals for new pieces of work
- Create and nurture strong, long-lasting relationships as a trusted advisor
- Identify opportunities for revenue growth in an account through upselling additional services that Pragmatiq can offer
- Address any issues or concerns raised by clients to ensure their satisfaction and loyalty, and work closely with the Senior Leadership Team when needed to get to a resolution
- Collaborate with internal teams (including Sales, Marketing & Managed Services) to ensure we are learning and adapting in line with client demand and/or new areas of interest
- Create and maintain detailed account plans outlining short & long-term goals and the associated action plans to drive revenue growth and client satisfaction
- Monitor key performance indicators (KPIs) to track progress against said goals
- Proactively help to coordinate contract renewals in partnership with Pragmatiq Finance and the Managed Service team
- Ensure the internal CRM is kept up to date by capturing stakeholder details, meeting notes and opportunities in a timely and methodical way
- Work closely with our strategic Partners where necessary to drive additional revenue streams for Pragmatiq

## SKILLS & EXPERIENCE

### PERSONAL SKILLS

- **Solid Communication Skills:** The ideal candidate must excel in both verbal and written communication to effectively convey information, build rapport with clients, and articulate complex ideas clearly. Active listening skills are also crucial for understanding the needs and concerns of our clients

- › **Interpersonal Skills:** Building and maintaining relationships is at the core of this role. The ability to connect with people at different levels within client organisations, understand their perspectives, and empathise with their challenges is essential
- › **Negotiation:** Solid negotiation skills are key to this role, ensuring that a mutually beneficial outcome is achieved with our clients
- Problem-Solving Abilities:** The role requires creative thinking & the ability to collaborate with other
- › internal Pragmatiq teams to address client needs effectively
- Time Management and Organisation:** This role will involve handling multiple clients and tasks
- › simultaneously. Effective time management and organisational skills are critical for prioritising activities, meeting deadlines and ensuring no client is overlooked
- › **Strategic Thinking:** We expect the successful candidate to take a proactive approach to Account Management to drive revenue growth and retention. This involves things like being aware of market trends, understanding client objectives and critically aligning Pragmatiq's offerings with client needs
- › **Customer Focus:** Ultimately, the Account Manager's primary focus is on delivering value to our clients. A 'customer-centric' mindset as well as a genuine desire to understand and exceed client needs is fundamental to building the strong lasting relationships we seek
- › **Teamwork and Collaboration:** This role will require collaborative working with cross-functional teams, including Sales, Marketing, Project Delivery/Managed Services & Finance. Collaborative skills are essential

#### TECHNICAL SKILLS

- › Knowledge of Microsoft Dynamics 365 Customer Engagement solutions (including the Sales, Customer Service, Marketing & other apps) as well as the Power Platform
- › Experience in using Microsoft Dynamics as an internal CRM is advantageous

#### EQUALITY, DIVERSITY AND INCLUSIVITY:

At Pragmatiq, we aspire to have a workforce that is diverse and representative of all sections of society. We value different thoughts and perspectives, and believe that a diverse workforce enables growth and creates a sustainably inclusive workplace for all employees. If you would like to discuss any specifics of the role and how you might be suitably qualified, or to discuss flexibility or accessibility requirements, please contact [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk).

## WHAT WE CAN OFFER:

You will be part of a fast-paced Microsoft Solutions Partner at an exciting period in our growth. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology.

We provide our employees with an extensive benefits package, that includes:

- › Enhanced Maternity, Paternity and Adoption Pay
- › Private medical insurance
- › Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- › Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- › Access to a mental health support service
- › A rewards account providing a range of discounts across a variety of excellent brands
- › One paid-for volunteering day a year for a charity of your choice
- › Up to £1,000 worth of training and certifications paid per year
- › Dedicated weekly education hours
- › Hybrid working environment
- › Quarterly team social events
- › 25 days of holiday, plus Bank Holidays
- › Option to buy an extra 5 days leave, or claim 5 days back at the end of the year
- › Birthday off work
- › £200 to spend on home office equipment
- › Competitive salaries
- › Walking meetings
- › Pension plan
- › Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK, The Hub and MK train station

## HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk).