

Account Manager

Department/group	aosphere
Office	London - Spitalfields
Reporting to	Senior Account Manager
Role Type	Permanent

About aosphere

aosphere Limited produces market leading web-based legal and compliance management products currently focused on derivatives, shareholding disclosure, marketing restrictions, data privacy, e-signatures and crypto asset regulation. aosphere's products are used by over 750 institutions and over 15,000 users worldwide including most leading banks and 80% of the top 20 world's largest asset managers. Its flagship products include netalytics, CSAnalytics, diligence and the Rulefinder product range. aosphere Limited is at the forefront of legal innovation and has featured multiple times in the prestigious Financial Times Innovative Lawyers report. aosphere Limited is also a pioneer in the use of flexible working arrangements. The team is based in London, New York, Australia, Belfast, Hamburg and Dubai.

Join our team and you'll be part of a flexible, inclusive culture underpinned by openness and acceptance. We're driven by the belief that, to perform, people need support and space to collaborate. By combining those values with an ambitious outlook, we can give you the opportunity to thrive.

The role

In order to accelerate global revenues and build our Account Management team, aosphere is seeking a full time Account Manager to join its existing London based commercial team. As Account Manager you will act as a dedicated point of contact for a defined group of accounts where you will be responsible for managing all aspects of the renewal cycle and driving growth.

The successful candidate will have demonstrable aptitude in engaging with client stakeholders of varying seniority on complex legal services, managing the day to day interactions whilst taking a long term view, strengthening our client relationships and driving growth. This could be demonstrated either through significant relevant sales/account management experience or through some sales/account management experience combined with other relevant background or experience.

What is non negotiable is a customer focused attitude, attention to detail (including updating of Salesforce), a friendly and collaborative approach and the ability to engage credibly at senior level. While the role would require a level of understanding of the underlying products, product demonstrations, particularly initially, would be done in partnership with relevant subject matter experts from aosphere's team of lawyers – also requiring the ability to orchestrate and work with deep technical experts.

Key relationships

- The successful candidate will engage directly with stakeholder across the client organization both to support the day to day user engagement and to lead renewal discussions with senior client contacts.
- You will report to the Senior Account Manager with regular contact with the aosphere Chief Commercial Officer and work closely with the wider aosphere Business Development team, including Digital Marketing and Events
- You will work closely with the relevant aosphere lawyer product teams

Job description

Role and responsibilities include:

- Acting as dedicated point of contact for a defined set of accounts, responsible for driving growth at renewal
- Leading client meetings and demonstrating products, in partnership with relevant lawyer Product Subject Matter Experts
- Driving adoption and use of our products within your book of business
- Representing aosphere at industry conferences and events globally (over time, limited in the first year)
- Commercial negotiations with customers on renewal fees and terms
- Following agreed process, including updating our Salesforce CRM platform
- Suggesting improvements to product, account management best practices and marketing collateral

Key requirements

- Established account manager/sales experience in a professional services environment with proven aptitude for growing client relationships
- Experience in an account manager/sales role in a publishing, data or information-based business selling to financial services clients and an understanding or renewing subscription services would be ideal
- Aptitude for quickly acquiring a rigorous understanding of the various technical areas covered by the aosphere product suite
- Willingness to use Salesforce CRM
- Ability to quickly make a credible impact with customers, both via email and during meetings, including both painting the big picture and attention to detail
- Ability to partner with our subject matter experts and deliver powerful joint presentations
- Ambition for personal and professional growth
- Positive and collaborative approach
- The passion and commitment to grow the business and deliver to the highest standards for our customers
- Practical, pragmatic and can-do attitude
- Excellent organisational and prioritising skills including a willingness to undertake a range of varied tasks with a can- do attitude

Join us

Please send your CV/resume in confidence to hr@aosphere.com