

**Account Manager - Field Based**

**Greater Manchester, UK**

**Permanent**

**£28,000 - £32,000 per annum, plus performance bonus scheme**

## **Who we are**

iPLATO are on the search for an Account Manager to become a piece of their puzzle. But this isn't an ordinary puzzle – we're a puzzle with no sides, constantly evolving and adapting to fit in our environment, as soon as we lay one piece, we are working together to fix another. We are a team of fire-fighters, plate-spinners and pull-together-and-find-a-solutioners. We serve millions of patients and healthcare professionals every day and are passionate about healthcare and finding the best technological solutions. We are supportive of our team and live in the cliché of no two days are the same. If you think you've got what it takes to work in a fun, fast-paced, reactive and rewarding digital health company then we would love to hear from you.

## **About the role:**

Reporting to the Head of Customer Operations, your main responsibilities will be to:

- Manage a portfolio of healthcare provider accounts, predominantly NHS GP surgeries
- Effective and inclusive solution roll-out management, including any health campaigns
- Deliver presentations up to a seminar size
- Ongoing and long-lasting relationships with customers, including travel to attend meetings
- Manage renewal and generate new business from existing customers
- Provide support to customers by answering any queries
- Engage customers with any new product development and identify any new business opportunities
- Evangelise myGP platform at events and exhibitions
- Keeping up to date with industry developments and trends and how myGP platform can be used

## What we are looking for:

### Essential:

- At least 2 years' experience within a similar role
- Excellent communicator with presentation skills
- Ability to handle multiple projects at once and work under pressure
- Excellent customer service skills
- Rock-star demonstrable objection handling skills
- Extremely organised and methodical
- Problem-solving ability
- Team player
- Demonstrably IT literate, including Word, Excel and PowerPoint

### Desirable skills:

- Working knowledge of NHS Primary Care and clinical systems

Above all, we want someone that shares our core principles. These are:

- We are Patient Centred
- We can be Trusted
- We can Deliver Quality
- We are Passionate
- We aim High

## What we offer

- 25 days holiday plus bank holidays
- Birthday off
- Company-funded bi-monthly social
- An annual individual training budget of up to £1000
- Life insurance
- Company share option scheme (on passing probation)
- Travel loan (on passing probation)
- Contribution towards a monthly fitness activity (on passing probation)

## No agencies

If you are looking to make a difference and help transform the healthcare industry, please forward your CV and covering letter to [careers@iplato.com](mailto:careers@iplato.com) writing “**Account Manager- Field Based**” in the subject field. By applying to this role you are confirming you have read and agree to our privacy notice which can be found [here](#). Due to high volumes of applications, we are only able to respond to those who have been successful for interview, if you haven’t heard from us within two weeks of your application then please presume you have not been successful this time around.