Sagacity
Part of Accenture Song

Account Manager

Location:	UK
Role Type:	Permanent - Full Time
Job Location:	Hybrid Working - minimum of 2 days a week in our London office

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ABOUT SAGACITY

Clever with data... combining data, insight, and action to drive value

Sagacity are the data intelligence people. Our proposition is simple: we help consumer facing businesses increase customer engagement and make more money. How do we do it? We dig into the data businesses already have, and combine it with our data, insight, and action. Think of us as data co-pilots for sales, marketing, ops, billing, credit and debt - clients typically see 5x returns within the first few months.

Founded in 2005, we are a customer-centric business with a World Class +95 Net Promoter Score. We believe data should be at the heart of every company and while we are sector agnostic, primarily our clients are in the financial services, retail, energy, telecoms & media, water, and not for profit sectors.

We are a purpose led company and we believe that purpose comes before profit. We work as one team both with clients and internally, and are trusted to deliver quality in our standards and in achieving successful client outcomes. We are open, honest and communicate in a jargon-free, collaborative way, with all our teams being agile and curious, and continuously learning to achieve our purpose. We believe that if we achieve our purpose then everything else will follow.

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Account Manager

Role Overview

You will be a well-organised, data-literate account manager with 2+ years' experience, who already looks for growth in their accounts and wants to step up towards AD. You'll be the go-to contact for a set of smaller clients with your own revenue target, and support an AD on larger accounts, contributing to that AD's target.

Requirements

Data knowledge:
You should be able to explain, in plain English and with examples from their own work:

- Data quality basics: matching, de-duplication, suppression, address validation
- What a Single Customer View is and why clients want one
- How prospect data, enrichment and segmentation are used in marketing campaigns

Commercial instinct:

- Has spotted and progressed at least one upsell, cross-sell or new project with an existing client
- Comfortable owning a revenue number, even a modest one
- Numerate and commercially aware; can build a simple account plan or pricing proposal

Organisation and client service:

- Manages competing demands across several clients; tight time management and attention to detail
- Clear written and verbal communicator: status reports, proposals, client meetings
- Works well with analysts, developers and project managers to deliver on time

Background likely to fit

- 2+ years in data for marketing, data services, a data bureau, DM agency or marketing service provider
- Current titles such as Account Manager, Client Manager, Account Executive, Consultant, Client Services Executive, Customer Success Manager, or a Data Analyst who has moved client-facing
- Sector exposure to energy, water, telecoms, financial services, charity or retail is a plus
- FastStats or similar: a bonus, not essential

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ABOUT SAGACITY

People at Sagacity

Success in any business is ultimately about its people; their skills, personality, attitude, qualities, dedication and enthusiasm.

We recognise the value of our people and their commitment to working together to achieve successful outcomes.

At Sagacity, we:

- believe working with our clients collaboratively delivers better results
- coach and mentor our clients' teams so our data and solutions live on after our assignment ends
- believe in delivering benefits as we go along

We achieve this through our core values:

- ✓ One Team
- ✓ Quality Delivery
- ✓ Trusted
- ✓ Agile & Curious
- ✓ Open, Honest, Simple Communication

If you would like to join a unique working environment, with a sociable culture, where work is done a little bit differently – and we believe 'better' - then we look forward to hearing from you!