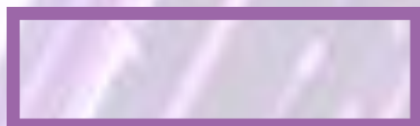




Creating a world of better opportunities



Job description

Corporate Account Manager

UK Home-Based

Permanent

Grade 9

Full Time - 35 Hours per Week

Reports to: Senior Partnership Account Manager

Where the role fits

Engagement & Growth

Purpose of the role

The Corporate Account Manager plays a strategic role in driving client engagement, retention and growth across the IET's portfolio. Acting as a senior point of contact, they are responsible for managing high-value relationships, identifying new opportunities within existing and emerging accounts, and delivering tailored solutions that align with client needs and organisational priorities. With a strong focus on member conversion, cross-sell and upsell activity, the role works closely with internal teams to ensure a seamless and impactful customer experience. The Corporate Account Manager also contributes to the continuous improvement of customer success practices, mentoring colleagues, supporting process enhancement, and ensuring the consistent delivery of high-quality service that supports long-term client value.

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Lead on identifying and engaging prospective B2B clients, using a strategic and consultative approach to shape tailored solutions that support business growth.
- Own and grow a portfolio of key client relationships, ensuring high satisfaction, long-term retention, and repeat business.
- Develop and implement business development plans that directly support the overarching commercial and organisational strategy.
- Drive delivery against financial and performance targets, including revenue growth, pipeline development, and account expansion.
- Oversee the accuracy and timeliness of CRM records and sales forecasts, ensuring robust reporting and insight-led decision making.
- Work in close partnership with marketing, product, and operations to influence the development of market-responsive offerings.
- Lead on high-value opportunities, strategic partnerships, and complex client accounts, acting as a senior representative of the sales function.
- Represent the IET at high-level external engagements, including client meetings, industry events, and partner discussions.
- Champion continuous improvement across the sales team, mentoring colleagues and contributing to the refinement of processes and best practices.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.

- **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives.
- **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
- **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

Skills and experience required

- Demonstrable B2B sales experience in a consultative or solutions-led environment, with a consistent record of meeting or exceeding targets.
- Proven ability to manage high-value or strategically important accounts, fostering long-term relationships and delivering value.
- Strong negotiation, closing, and relationship-building skills, with the ability to engage stakeholders at all levels.
- Excellent communication skills, both written and verbal, with the confidence to represent the organisation externally.
- Highly self-motivated and organised, with effective time management and the ability to manage multiple priorities.
- Ability to contribute to the development of others through mentoring or project leadership, supporting team growth and collaboration.
- Proficient in using CRM platforms and reporting tools to drive insight and maintain accurate, timely records.
- Experience of multi-channel sales or navigating complex solution sales cycles would be an advantage.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
- **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>DC, Head of Sales UK</i>	<i>05.2025</i>
<i>Strategic People Partner</i>	<i>VD, Strategic People Partner</i>	<i>05.2025</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.