

Account Director – Membership Organisation.

Location: London.

Based in South London, our client is an independent not-for-profit professional membership organisation run very much like a commercial organisation.

Overview of the Opportunity:

This person will manage large, multisite member organisations (they currently have around 35 of the FTSE 350) ensuring that each has an agreed engagement plan so that their member organisations gain maximum benefit from their investment.

They will also directly manage two Account Directors with their own regional responsibilities.

Overall Purpose:

Manage a consistent and coherent national account strategy, a designated portfolio of national organisational members, and nominated Account Directors.

Develop, agree, manage and deliver strategic engagement plans to strengthen the overall use of the business portfolio, retain organisational membership and develop long term relationships at a senior level.

Build on the national account strategy and expansion of the portfolio, and ensure the organisation is positioned as a 'must have'. Build effective collaboration across the organisation to ensure integrated, consistent and high quality offerings are delivered in order to retain key accounts.

Experience:

- A minimum of three years' experience of operating at senior level in own and client organisations.
- Must have built a strong network and is recognised as a senior figure in relevant industry sectors.
- Minimum of three years' experience of effective client/account management with a proven track record of increasing customer numbers and high customer satisfaction.
- Consistent achievement of retention targets in a national organisation, including effective retention of key accounts.
- Evidence of ability to hit retention targets in a fast paced and commercial marketplace.
- Coaching account management team members to achieve professional standards.
- Has led a dispersed team and operated effectively within a dispersed network.
- Experience of managing a broad range of relationships at a high level.
- Has personal potential to grow into and take on a bigger role.

If you are interested in this opportunity, you can apply via our website.