



## SENIOR ACCOUNT MANAGER:

Department: Sales | Location: Home-based

Basic + uncapped commission package | 0900 – 1730 / Mon-Fri

Reports to: Operations Director

### The organisation

At You Collective our mission is to support leaders and organisations with science-backed creative transformation - empowering leaders, teams and cultures that thrive.

We're a collective by name and nature. Our methodology blends psychology and behavioural science with creative, human-centred practice - brought to life by a diverse group of coaches, facilitators and thinkers.

From leadership and team development to culture change and executive coaching, everything we do is evidence-based, emotionally resonant, and designed for meaningful impact.

We're here for the ones ready to lead differently. The bold ones. The ones building something better.

### The role

This Senior Account Manager role is a blended farmer-hunter role, central to maintaining and growing our sales pipeline. You'll be responsible for winning new business and developing existing client relationships across our leadership, culture, team and coaching work, with a particular focus on culture and leadership engagements.

This is a hands-on sales role. Our buyers are senior HR and L&D professionals, so previous exposure to this audience would be an advantage. You will be expected to actively prospect, set up meetings, build relationships, deliver proposals and convert opportunities into revenue. You'll need to quickly understand our world, our clients and how we sell high-trust consulting work.

### The responsibilities

#### **New business development**

- Proactively identify, research and approach prospective clients aligned to our target sectors and services
- Generate new business opportunities through outbound activity, referrals, networking and existing relationships
- Book and lead introductory meetings with prospective clients (with support where needed)
- Qualify opportunities and progress them through the sales pipeline

#### **Account development**

- Manage and grow a portfolio of existing and developing client accounts
- Identify upsell and cross-sell opportunities across our practice areas
- Maintain strong client relationships that lead to repeat and follow-on work
- Support renewal conversations and longer-term client engagement planning

#### **Sales delivery**

- Work with consultants and internal stakeholders to shape client solutions



- Prepare and deliver proposals, pricing and statements of work
- Manage the sales process from initial conversation through to contract agreement
- Accurately maintain CRM records and keep pipeline information up to date

### Collaboration & insight

- Work closely with Operations and delivery teams to ensure smooth handover from sale to delivery
- Provide regular feedback on client needs, objections and emerging themes in the market
- Support marketing activity where required (e.g. following up campaigns, nurturing leads, attending events)

### The you

We're looking for someone who is commercially sharp, confident talking to senior clients, and motivated by building meaningful relationships - not transactional selling.

You'll have:

Evidenced experience and understanding of Learning and Development is required

Experience in a B2B sales or business development role (consulting, professional services or similar is a strong advantage)

Confidence initiating conversations with new prospects and senior stakeholders

An ability to understand and articulate the value of leadership and culture change work

Strong written and verbal communication skills, including proposal writing

A proactive, organised approach—you follow things through and close the loop

A collaborative mindset and comfort working in a small, fast-moving business

It's important that you:

- Care about leadership, culture and the impact organisations have on people
- Are motivated by targets and commission, but not at the expense of trust and integrity
- Can manage multiple opportunities at once without dropping the ball
- Are comfortable working independently while knowing when to ask for support
- Have solid working knowledge of Microsoft Word, Excel, PowerPoint and Outlook
- Are open to travel for some clients

The good bits

- Home-based with optional monthly co-working days (in London, self-funded travel)
- 25 days holiday plus bank holidays (8) and Christmas office shutdown
- Quarterly team time to reflect, plan and celebrate (in London, travel expenses paid)
- Access to profit share scheme after 6 months of employment
- EAP and access to discounts
- Annual personal development budget