



JOB DESCRIPTION
JUNIOR ACCOUNT MANAGER

4th August 2021

Role: Junior Account Manager.

Location: Working flexibly with an office at a Central London co-working space.

Contract: Permanent, full-time.

Preferred start date: ASAP

Deadline for application: 31st August

Summary

This is a great opportunity for a candidate who is good with people, data literate and interested in current affairs to join a thriving digital scale-up. You may be a recent graduate or have up to two years of experience in the workplace. It's a client-facing role which requires responsiveness and professionalism. You will join an agile growth company with ambitious expansion plans and plenty of scope for career development as we evolve. The role offers a competitive basic salary plus commission in Year 1 with the prospect of annual salary reviews and performance-related commission or equity incentives from Year 2 for high performers.

Company

Tussell fills the gap for useful and reliable data on UK public procurement, a crucial market that accounts for more than 10% of UK GDP. Post Covid and Brexit, public contracts and investment have never been more important to promoting an equitable national economic recovery.

We want to make the UK the easiest place in the world for companies to do business with government – through better insight. Our product is a subscription-based online market intelligence service. It works by collating open data on contracts and expenditure from hundreds of public sector sources and transforming it into decision-ready data, primarily for business development professionals. Our clients range from brand-name multinationals through to small companies and an increasing number of public bodies.

The company is founder-led and investor-backed. Spurred on by the growth of public contracting as the state expands, we saw record revenue growth in 2020. Unusually for a

company of our size, we enjoy a high profile in the press: in 2020 our data was cited more than 150 times in the mainstream media as the market's trusted data source – underlining the relevance and interest in our dataset.

Role

Now, following a period of significant expansion in Tussell's business despite the pandemic, we are looking for a **Junior Account Manager**:

- **Goal:** To help us nurture our growing roster of subscription customers, which is doubling year on year. We want our clients to make consistent use of our product and to have regular, quality engagement with us.
- **Responsibilities:** Initially you will support our existing Account Management team to onboard new customers and nurture their adoption of our product. The expectation is that you will grow from a support role to be fully client-facing with responsibility for your own group of clients.
- **Success measures:** Initially your success will be measured by the amount of time you can free up among your Account Management colleagues, so that they can spend less time on internal/administrative tasks and more time being client-facing and relationship-building. We will also want to see your progression towards handling client relationships independently.
- **Outcome:** High rates of customer satisfaction that translate into high rates of contract renewal. We would like our clients to think of us as essential to their success in the public sector.

Responsibilities

You will report into Tussell's Head of Account Management and work closely with an existing Account Manager. Your day-to-day tasks will include:

1. Administrative tasks like setting up user log-ins, sending out welcome emails, and setting up saved searches on user accounts.
2. Responding to ad hoc client requests or support queries.
3. Analysing management information to inform where the Account Managers should be focusing their resources.
4. Finding ways to streamline or automate our account management processes.
5. Helping to produce data-led content for client engagement, such as monthly sector round-ups, research reports, newsletters, product marketing and training collateral.

Our ideal candidate

Naturally outgoing and energetic, you will be well organised, adept at prioritising your work and enjoy getting stuff done. You will be data literate and not fazed by using Excel. You will also be highly engaged with current affairs and enjoy thinking of how the economic or political news of the day could link to our product or be a trigger for client engagement. Being

responsive and good with people is essential, but so is being conscientious and having good attention to detail.

Experience

Essential:

- A strong academic track record that demonstrates hard work, analytical thinking and a fine attention to detail.
- Excellent verbal and written communication skills.
- Interest in business and commercial acumen.
- Technical aptitude and competent knowledge of Excel and the rest of the Microsoft Office suite.
- Interest in acquiring new digital skills.

Preferable:

- Experience working with or in the UK public sector.
- Experience of sales, account management or marketing, especially in a B2B environment.
- Experience of Hubspot CRM
- Experience of producing data-led research.
- Experience of Tableau and SQL.

Tussell's culture

The ability to learn fast, desire to get stuck in, and capacity to originate your own ideas soon after joining are part of Tussell's culture. Here are a few other qualities we value. You will:

- Be protective of Tussell's carefully built reputation for data quality. We're seen as a reference source – so attention to detail matters.
- Be flexible and resilient – we're a fast-paced start-up and sometimes you will need the ability to stay calm under pressure/urgency.
- Seek constructive feedback – nobody's perfect, but it's good to learn from mistakes.
- Have a sense of accountability – if you told someone you're going to do it, do it. But don't be afraid to ask for help when you need it.
- Be empathic, easy-going and enjoy working in a team – we're a small, tight-knit team where everybody's contribution matters, and we help each other.

Compensation

Starting salary of £25,000 per annum in Year 1 plus variable commission of up to £5,000 if revenue retention targets are met. An annual salary review based on individual performance. Potential from Year 2 for inclusion in a variable commission scheme and/or option scheme for proven high performers.

Most of Tussell's management positions are occupied by people who previously joined at your level and have been promoted on account of their cultural fit and tangible impact. Scope for career development within Tussell could include more seniority, building and managing a team, or transitioning into a different function such as business development, product management, research, operations or strategy.

You can expect to work in an agile and respectful company where your contribution will be recognised. You will be supported and encouraged in your personal and professional growth, and you will be allowed to do your best work with autonomy and purpose.

How to apply

Submit your CV with a covering letter making the case for your suitability for the role to joe.creedon@tussell.com with the job role in the email subject by the 31st August. A cover letter is essential and generic ones will be ignored. We're more interested in understanding why you're excited about this particular role and what you could bring to the company than in a list of your past accomplishments.

Application process

The interview process will be as follows:

- In-person interviews with 2-3 members of our team.
- A potential short practical assignment to test your data-literacy and/or copy-writing skills.
- Reference checks.