

Strategic Account Manager

EMEA

Main Purpose

As a Strategic Account Manager you will be primary focussed on looking after BigHand's largest customers in the UK Legal Top 100. Building relationships based on trust, our customers will look to you to solve their business needs with BigHand's full suite of innovative productivity and data technologies, including the product suite recently acquired via DW Reporting. You will also have responsibility for promoting BigHand to both new and existing business opportunities within the UK Legal Top 100.

In addition, you will be required to explore strategies to penetrate new markets such as the largest law firms in Western Europe and Scandinavia, and also the UK Accountancy sector.

About BigHand

BigHand is a technology business with over 3,000 customers globally, all benefiting from using our technology on a daily basis. 86% of the Top 200 Law firms in the UK, and 46% of the AMLAW 200 use BigHand software every day across a suite of products focused on helping firms achieve operational excellence.

BigHand prides ourselves on listening to our customers and understanding the challenges they face which has led to an expanded product range over the past three years. BigHand now has four product suites;

- Voice: Voice-enabled workflow for fee earners to send work to support staff, to a speech recognition engine or to an outsourcing provider for transcription
- Delegate: Task delegation workflow tool for professionals to delegate work to support staff through a combination of task capture methods, smart forms and workflows
- Produce: Suite of document production tools for quick, efficient and secure creation of consistent, compliant, firm-standard professional documents
- Improve: Business Intelligence, Analytics and Reporting tools for viewing, tracking and monitoring financial and operational performance

Most recently, BigHand acquired DW Reporting the leading provider of legal financial reporting, business intelligence (BI) and matter pricing solutions enhancing our 'Improve' range through products like BigHand Quantum and BigHand Evaluate.

We now offer the full suite of data-rich solutions and provide unique visibility across the firm covering both fee earners and support staff. This gives firms a new and truly granular insight on matter revenue, cost and profitability. Law firms want to achieve operational excellence and improve financial performance which BigHand can provide.

All our customers are supported by an award-winning customer services and support team that are available 24/5 and exceeded an average of 95% customer satisfaction score with the Net Promoter Score (NPS) average +76.

Key Responsibilities/Accountabilities

- Act as, and be seen as, a respected and trusted strategic adviser to clients, including managing C-level relationships.
- Ability to manage own workload and responsibilities
- Take all necessary measures to gain a full understanding of the client's business, their issues, opportunities and objectives
- Proactively develop ideas, strategic proposals and presentations aimed at driving the client's ROI.
- Identifying opportunities to provide the customer with new product lines, services and solutions
- Maintain annual maintenance and support renewal revenue
- Building, maintaining and developing relationships with key contacts from across the business at IT, Operations, Back office and Partner level to C Level contacts
- Providing product feedback and intelligence to the business
- To work with colleagues to ensure high quality of service is delivered on all aspects of the interaction with BigHand.
- To meet key financial & personal KPIs.
- To provide regular and accurate sales forecast information.
- To ensure quality sales are secured that can be delivered at best profit.
- To maintain accurate up to date records of all customer details, dialogue and sales opportunities.

Skills/Experience Required

- Managing large corporate Legal Accounts with the UK Top 100
- Legal contact list preferable
- Excellent track record in software and professional service sales
- Account planning and development
- Proven track record in sales results, meeting and exceeding targets with sales from £40k - £350k + opportunities
- Experience of managing sales targets in excess of £1.75m per annum
- Experience of working in Global organisations
- Proposal writing and coordination skills
- Business case and ROI development
- Excellent presentation skills
- Proven negotiation skills
- Hungry for opportunity and development
- Good understanding of IT systems and solutions

Environment

- BigHand is committed to providing a high quality service to its clients between the normal working hours of 9.00am and 5.30pm from Monday to Friday. It is expected the role- holder will work outside those hours when the need arises to ensure that our clients are supported appropriately.
- This role is based at the company's offices (Union St, London, SE1), but with on-site attendance at client/ partner sites as required, with regular travel across the UK including overnight stays. Home - working will be considered
- Travel by train, plane or car
- Use of mobile telephone and computer

Reporting to:

- Managing Strategic Account Director - EMEA
- Working with other members of UK Regional Sales Team.

- Liaising with Marketing, Client Services, Finance & Products teams.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.