

Strategic Account Manager, EMEA

Based: London Office

Main Purpose

As a Strategic Account Manager you will be primary focussed on overseeing 70 BigHand customers across the Netherlands, Belgium, Switzerland, Germany and South Africa..

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 BigHand Now, BigHand Produce, BigHand Voice and the product suite recently acquired via DW Reporting, BigHand Quantum and Evaluate.

You will work with our existing Pre-Sales and Support network, promoting BigHand to both new and existing business opportunities using existing customers as references, and enabling you to hit sales target.

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

- Hit required annual sales quota
- 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 in Salesforce

Skills/Experience Required

- Managing both large enterprise corporate, and medium sized legal accounts in continental Europe
- Legal contact list preferable
- Ability to communicate in both Dutch and German advantageous
- 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 £1k - £150k + opportunities
- Experience of managing sales billing targets in excess of £500k per annum
- 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 Europe including overnight stays. Home - working will be considered
- Travel by train, plane or car
- Use of mobile telephone and computer

Reporting to:

- Strategic Account Director
- Working with other members of both Strategic Accounts team and 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.