

# We're hiring!

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**Job title:** Account Manager

**Geographical focus:** UK wide (with focus on NW England - Cheshire, Merseyside & Greater Manchester).

**Start date:** Jan/Feb 2020

**Post type:** Permanent, full-time, flexible location with Liverpool City centre base

**Salary:** £30k - £40k (depending on experience)

**Application deadline:** Sunday 12th January 2020

***Can you make a difference to the lives of thousands of older people? Do you want to develop your career within an exciting, mission-led digital health start-up?***

**WHAT WE DO** Our mission is to improve the health and wellbeing of older people across the UK by reducing the number of preventable falls. Safe Steps is an award nominated, digital health app for professional health and social care workers. Safe Steps securely enables users to conduct evidence based risk assessments, identify high risk residents and patients, and put in place personalised action plans to prevent falls. Evidence suggests that the app is helping to reduce falls by almost 30%. Working with the NHS, local councils, private care home chains, and charitable organisations we are looking to scale-up our app across the UK to provide users with a digital solution to help reduce falls. This helps improve the health of individuals and saves money for the health and social care economy.

**WHY WE DO IT** Falls are one of the leading causes of injury for our ageing population, and in the UK impact around 40% of older people each year. With 6 older people suffering from a fall every minute of the day, and NHS data suggesting 1,000 older people a day are being seen in A&E for falls related injuries, then falls are costing the UK health and social care sector in excess of £2.2 billion a year. Safe Steps is helping to reduce this problem by preventing falls and improving lives.

**YOUR ROLE** Your role as **Account Manager** will be to help us grow our business by helping to deliver existing contracts, together with supporting our sales and marketing efforts to sell/renew Safe Steps licence packages to local councils, NHS CCGs and private care chains.

This is a brand new role created to help us grow and develop the business. We seek someone who has an ability and hunger to help us grow the business through organic growth and play a key role in securing new deals.

You are an ambitious and experienced account manager who will help grow our tech for good start-up along with your own career.

**JOB DESCRIPTION** Your role will be responsible for:

### **Account management (60%)**

- **Onboarding** - managing new clients from contracts through to live (including system configuration, review of content, gathering of any bespoke requirements, accounts setup, upload of client data and other ad hoc tasks in support of getting a client up and running).
- **Project management** - Ability to maintain a project delivery plan, lead client project meetings and provide project reports/updates to NHS clients and Safe Steps MD.
- **Training** - delivery of face-to-face workshops, online training, and creation of bespoke training materials to help new users be able to use Safe Steps.
- **Second line support** - provide an escalation point for our internal Support team who manage our online support portal (Zen Desk), email support, phone support to users and customers.
- **Evaluation** - work in collaboration with stakeholders (commissioners, AHSNs, academia) to refine overall outcomes framework and measures of success, work with outcomes data and present back to stakeholders periodically.
- **Customer feedback** - gathering input and feedback in a variety of ways (focus groups, customer interviews, online surveys, primary research).
- Input to **product roadmap** - play a key part of the Safe Steps product team in shaping the future development priorities of the product. Help prioritise and champion the 'voice of the customer'.

### **New business / renewals (40%)**

- Work towards **agreed business targets** in support of overall company growth plans.
- Maintain and nurture a **pipeline** of leads/renewals on Hubspot (CRM).
- Generate **new leads**, qualify and manage via a variety of techniques.
- Ability to **pitch to new clients** - either in support of MD or at times in place of.
- Develop content for / and deliver **online demos** - to show interested leads how the system works.
- Ability to **present at industry events** and workshops.
- Support on **funding applications**, proposals, bids, awards and competitions.
- Preparation of **client pitch decks** - using a variety of different data sources and templates to create a repeatable process for creation of sales material.
- **Marketing** - support with / or take ownership of discrete tasks/projects in relation to social media, client presentations, and other ad hoc tasks.

**PERSON SPECIFICATION** You will ideally be able to demonstrate the following skills and experience, however we are also looking for the right fit in terms of culture, so will still consider your application if you can't demonstrate all requirements.

The ideal candidate will have a mixture of the following things:

- Experience of working for the NHS, local councils or private health/social care.

**OR**

- Experience of working in a customer facing role for a digital product team/company.

**OR**

- Experience of working in a growth orientated business where sales and targets are part of how we operate.

### **Essential**

- **Sector knowledge** - experience and knowledge of selling to the NHS and local councils as our primary customer base. Understand procurement processes, challenges and demonstrate ability to manage complex stakeholder groups.
- Ability to **work independently** and at times remotely - this role will have a high degree of autonomy and accountability, and is therefore best suited to someone who can deliver results without having to be managed directly on a day-to-day basis. Use of collaboration tools such as Slack and Zoom is key to being able to communicate effectively within a small team.
- **Mobility to travel** - driving licence and own car (mileage and expenses paid), trains, potential for overnight trips within the UK.

### **Desirable**

- **Domain knowledge** - some knowledge of falls and fall related injuries and why this is a key priority for health and social care across the UK.
- **Technical knowledge** - understand software design and development process, agile project management, use of project management software (JIRA/Confluence).

***Does this sound like you? Could you be our next key hire?***

**To apply, or find out more:** please send a CV and covering email to [hello@safesteps.tech](mailto:hello@safesteps.tech)