



Authenticate

The Platform for Supply Chain Intelligence

The Exchange,
Station Parade,
Harrogate,
North Yorkshire
HG1 1TS

www.authenticateis.com

+44 (0)1423 548583

Company No. 08584179

Job Description: Senior Account Manager

Authenticate is a Harrogate-based technology firm that provides a collaborative software and data platform for the global food industry.

The Authenticate platform is used by leading food businesses, including leading manufacturers, supermarkets and hospitality companies, who are looking to gain insight into their supply chains with the help of technology.

Authenticate has a growing customer base that includes recent additions such as The Jamie Oliver Group, itsu and Subway, alongside more established customers such as Waitrose, Tesco and Sodexo. We are therefore looking to expand our team of Account Managers to ensure that new and existing Enterprise clients continue to receive first-class service and make the most of the technology we provide.

We are looking for Senior Account Managers who possess the following skills:

Ability to build and maintain trusted relationships

It is human nature to feel more comfortable talking about your requirements to a trusted individual, and continually repeating your needs to multiple different people often leads to frustration. Senior Account Managers act as a principal point of contact, responsible for making sure that a client knows their requirements have been heard and understood, whilst also identifying and

communicating with other key stakeholders who should be involved in the process when it is appropriate to do so.

Analytical ability to understand the client's internal workflow

A Senior Account Manager will be able to help a client maximise the value of the software by understanding how it relates to their processes; the more a client understands about the platform's functionality (and how it can make their job easier), the more likely they will be to renew their subscription. An important part of this role is to make sure that clients do not miss any opportunities to make Authenticate an integral part of their business.

Ability to demonstrate a clear ROI

The Authenticate platform is made up of several distinct modules, and it is important to demonstrate the intended application of each module to determine whether there may be an opportunity to upgrade an existing membership by adding an additional module. In order to strengthen the relationship and grow the account, Senior Account Managers must align the value of the module against the client's desired outcome and communicate the return on investment clearly – keeping in mind both short and long-term objectives.

Ability to create multi-tiered engagement

It is vital for Senior Account Managers to have a clear understanding of granular operational detail relating to the practicalities of a project as well as conceptualising the bigger picture – and everything in between. This includes dealing with stakeholders in different roles and at differing levels within the business structure. Senior Account Managers are required to engage with staff members across all departments, from new recruits who will be using the software first hand to C-suite executives who are solely focused on high-level outcomes.

Location

The ideal candidate will be used to splitting their time fairly evenly between the office and on site with the customer. We are therefore looking for someone based circa 1 hour away from Harrogate / Leeds.

Package

The role comes with a competitive salary, a generous commission scheme, car allowance and pension scheme.

Application process

Please email your cv to: awalters@authenticateis.com