

JOB DESCRIPTION

JOB TITLE	Account Manager	POSITION TYPE	Full Time
FUNCTION	Local Government & Data	REPORTING TO	Head of Sales & Growth
LOCATION	Remote	EMPLOYEE	

ABOUT US

InfoShare+ is a UK-based data consultancy and SaaS business that helps organisations turn complex data into actionable insight. The business operates at the intersection of data analytics, strategy, and social impact, working with public sector bodies, charities, and private companies.

InfoShare+ is particularly well known for its work in Local Government, Housing and public sector where high-quality data can directly influence outcomes for communities.

ROLE SUMMARY

The Account Manager is the primary point of contact between Infoshare+ and its local government customers, managing all account-related enquiries and ensuring a high standard of service. The role maintains oversight of customer project deliveries, key milestones, and engagement throughout the delivery lifecycle to ensure customer expectations are met.

The role requires a strong understanding of the local government sector and the ability to demonstrate the value of Infoshare+'s data dashboard and case management SaaS solutions. Working closely with internal teams and other Account Managers, the role supports account planning, drives continuous improvement in account management, and provides customer-led input to improve products and services.

KEY RESPONSIBILITIES

- To be effective in understanding the customer's business requirements by arranging meetings or workshops, obtaining sufficient detail to prepare a functional specification.
- To assist in the acquisition of new business and renewal for existing products, including identifying and responding to local government tenders and procurement opportunities.
- To work with other teams to ensure work is properly costed, planned and ready for delivery.
- To liaise regularly with customers to share information and ensure the customer is happy with the delivery of data dashboard and case management solutions.
- To raise awareness and identify any additional products or services the customer may require.
- To ensure that all internal systems, particularly HubSpot, are updated with the latest details of financial, systems, support information and customer details.
- To stay up to date on all Infoshare+ projects and services, with particular focus on local government product developments and the data and case management portfolio.
- To keep managers and directors regularly informed of progress or issues.
- To develop your own skills and knowledge through research and learning, including staying current on local government policy and procurement trends.

KEY SKILLS, QUALIFICATIONS & EXPERIENCE

- The ability to build and maintain strong client relationships, particularly within local government organisations
- Excellent verbal and written communication skills, including the ability to present data dashboard and case management SaaS solutions to both technical and non-technical stakeholders
- Skilled in sales and negotiations such as upselling, with experience navigating local government procurement processes and tender submissions
- Problem solving skills to resolve escalations and client issues quickly
- Organisation and time management skills to manage multiple client accounts and priorities
- HubSpot CRM proficiency, including pipeline management and activity tracking
- Familiarity with data dashboards and reporting tools used in a local government context
- Understanding of case management SaaS platforms and their application in public sector workflows
- A bachelor's degree or equivalent in a relevant field
- Minimum 2 years in account management, sales or customer service facing roles
- Existing knowledge of the local government sector preferred

PACKAGE

- Competitive Salary
- Pension scheme
- 25 days paid holiday plus bank holidays
- Flexible working hours to promote a healthy balance between professional and personal life
- Life Assurance
- Perkbox Platform (access to discounts, wellbeing content)
- Employee Assistance Program

RECRUITMENT POLICY

Infoshare+ Ltd is an Inclusive employer. We pride ourselves on treating job applicants and employees equally, regardless of their sex, sexual orientation, religion or belief, marital status, age, race, ethnic origin, or disability. We also work together to ensure that all employees work in an environment free from harassment, bullying, unsolicited or unwelcome comments, or overtures on discriminatory grounds. Satisfactory references from current and previous employers will be required and followed up on.