

Account Manager

Job Outline

Do you pride yourself on building long-term relationships with customers or suppliers? Do you get a kick from helping people understand which technologies will enable them to achieve their objectives? Would you like to have the freedom to work remotely but still feel like part of a valued team?

If so, and you have experience in either account management or using geographic information systems (GIS), such as in a local authority, this position could be the perfect fit.

Company overview:

Since 2005, we've been leading the way in open-source geospatial solutions, transforming how local authorities, charities, and businesses make decisions with mapping and geospatial data. We're proud to have earned the trust of organisations like the Ramblers, Scottish Government, Ordnance Survey, and over 40 local authorities.

We're big enough to attract the best but are small enough to be flexible, responsive and innovative. We are "Experts in Place" as well as being "professional but not corporate".

Our customer-centric approach to service delivery ensures that our customer satisfaction ratings are high and we have an enviably low churn rate. Although many clients have lengthy subscriptions via the G-Cloud framework, it's important to us that we don't take their loyalty for granted. To ensure we understand and meet their needs, we hold regular account review meetings, host an annual User Group and exhibit at various public sector geospatial events.

You can read some of our recent [customer stories](#) on our website.

The role:

We need another conscientious Account Manager to help bring our cloud-based solution, custom geospatial software developments, GIS training and support services to a wider audience.

Reporting to the Head of Sales, this key role involves identifying and cultivating new business opportunities with our public sector clients. While growth and new business development are part of the role, we focus on consultative sales and long-term relationship building rather than quick wins. The successful candidate will also share insights into customer requirements, aspirations, and future opportunities so we can develop services which optimise the customer experience.

We'd love to hear from you if:

- *You are an experienced account manager with the ability to assimilate technical concepts, or*
- *You have used GIS within the public sector and are keen to help local authorities use open source geospatial technologies to improve service delivery.*

Please note: If you're strong in one area, but not another, we'll provide training to help you feel confident. We have a dedicated HR professional who can help with planning your career growth.

Key responsibilities:

If you're successful, you'll have the chance to:

- Drive growth through consultative selling – identifying new business opportunities and nurturing existing accounts
- Collect information about customer needs and circulate this to our wider team.
- Create compelling client proposals and presentations which convey our value proposition.
- Share your expertise with other members of the Sales Team.
- Help execute strategic plans to help the Sales Team achieve sales targets and expand our customer base.

Additional responsibilities:

- Participate in sales initiatives as part of our close-knit Sales Team.
- Keep our CRM system (HubSpot) up-to-date so you can forecast and plan reliably and your colleagues can support clients if you're unavailable.
- Help ensure that customers are invoiced correctly and accounts are kept up-to-date.
- Support marketing efforts by attending events, representing Astun at conferences, and contributing to promotional materials.
- Keep your finger on the pulse of what's happening in Local Government (the landscape and trends).

Requirements for this role:

We're looking for an articulate, persuasive and confident self-starter based in the UK. The ideal candidate will be committed to working effectively as part of the Sales Team and contributing to the success of the business as a whole. This is a full-time position and requires some UK travel for face-to-face meetings. It is not a highly-pressured sales role.

Essential skills/experience:

- Experience in account management or using GIS in a local authority / public sector.
- Experience in championing clients' needs or building long-term supplier relationships.
- Strong communication skills, including active listening and the ability to present complex concepts in an engaging way.
- Natural authority.
- The ability to manage a varied workload and prioritise effectively.
- The ability to manage demands from multiple stakeholders and tailor communication frequency according to need.

Highly desirable skills/experience:

- A passion for the public sector and a desire to contribute to meaningful projects that make a difference.
- Five years of experience of sales account management, including consultative selling skills or five years of experience in using GIS systems in Local Government.
- Experience in selling to the public sector, especially within the geospatial industry, or experience in procuring geospatial technologies.
- Experience in 'cloud technology/solution selling' or experience in using cloud-based GIS technologies.
- Familiarity with HubSpot or similar CRM systems.

- Negotiation skills.
- The confidence to present at user groups or industry events.

Location and work environment:

Our close-knit, adaptable team thrives on collaboration and flexibility. We're committed to creating a supportive, rewarding work environment and take pride in our friendly, inclusive culture. We empower our team to work in a way that suits them—whether that's from our Epsom office, from home, or a hybrid arrangement—giving the successful candidate the freedom to choose their best setup.

Account Managers have regular virtual meetings with colleagues in addition to online and on-site client meetings. They are occasionally required to travel to the office or other locations in the UK. Examples include attending our User Group, participating in company meet-ups or flying the flag for Astun at conferences.

Many of our colleagues have been with us for years, developing their roles and careers as we grow. You can meet our team and discover our company values on our '[About us](#)' page.

We may be an SME, but we think like a larger company: we're a member of the Equality Register and a real-living Wage Employer. We were one of the first in our industry to make the SME Climate Commitment. You can find out more about our ESG in our [newsletter](#).

Compensation and benefits:

If your application is successful, we'll reward you with a salary of up to £50k, plus:

- 25 days holiday plus eight bank holidays.
- A company contribution to our pension scheme.
- Additional benefits and rewards including loyalty sabbatical, life assurance, Smart Health cover and a cycle to work scheme.

Application details:

Please send your CV and a covering letter to jobs@astuntechnology.com by 5 pm on Sunday 12th January.

In your letter, please cover these three points:

- Explain how your GIS or account management skills will benefit us and our clients.
- Show how you've worked with colleagues to achieve a common goal.
- Our values include being 'curious, open and proactive'. Give examples of how you've demonstrated these values during recent employment.

Please ensure you have the right work permits, documentation and permissions to enable an immediate start.

Interview timeline:

First interviews: shortlisted candidates will be notified the week of Monday 13th January. An appointment will be made following second interviews.

This is a direct appointment - NO AGENCIES PLEASE