

Acritas

Account Executive Role – Client Services and Growth Team

August 2019

About Acritas

Acritas is the leading provider of legal market research and advisory services, providing strategic insight for many of the world's 150 largest corporate law firms, and other global professional service firms. We undertake dozens of bespoke research projects every year, and our in-house interviewing and analysis team conduct the world's most comprehensive syndicated study of the global legal market, on an annual basis.

Our clients buy in to our product-based global market study, as well as commissioning us to undertake a variety of bespoke research and advisory engagements.

A fantastic opportunity to work in a fast-paced, challenging and international business environment, combined with a friendly and supportive culture.

The Account Executive role

As an Account Executive you will be part of the Client Services Team, which is responsible for delivering high quality work, in line with clients' high expectations and Acritas standards.

Your role will be client-facing, providing research delivery and administrative support to our senior account team who lead the charge in delivering high quality research and advisory services to our clients in the legal sector, primarily law firms.

In this role, you will receive an introduction to all key areas of the business and will build core skills and competencies relating to research and relationship management. We are committed to supporting our people towards rapid progression, so we will be challenging you to take on more tasks and responsibility, quickly, so that you can develop into an Account Manager working more independently with our clients and starting to develop new opportunities and relationships yourself.

To do this, you will work closely with senior team members, attend client touchpoints and support the Account Manager in preparing for and following up on client meetings. You will receive training from senior experts in the business on a range of areas from research methods, project management and interviewing skills to communication, relationship management and interpreting research results.

We are looking for passionate candidates with numerical skills who have the confidence, ability and commercial acumen to deliver our services to our clients on the front line.

Key responsibilities and tasks

Provide support to Account Managers for the delivery of our product, bespoke and advisory services to our clients.

Your role will be highly varied, and you will be responsible for delivering on a number of key tasks and responsibilities, including:

▶ **Playing an active role in delivering bespoke research and advisory projects for clients**

- Interviewing senior decision makers
- Project management
- Analysis and interpretation of results
- Desk research into key accounts
- Liaising with and briefing our Research Operations team to deliver on project requirements
- Uploading files into client portal

▶ **Attending and contributing to client calls and face-to-face meetings**

- Active and proactive relationship development
- Results delivery
- Note taking and ensuring actions are followed up
- New project discussions / scoping

▶ **Account administration**

- Coordinating colleagues to ensure client work completed
- Ensure client deliverables are distributed on time

Preparing value statements, renewal contracts, proposals and terms

Setting up client logins for analytics

- Tracking information in our Salesforce CRM system as per internal guidelines

▶ **Taking proactive responsibility for increasing your knowledge of Acritas' numerous products and services**

- Ensuring you can confidently direct clients to our relevant services
- Understanding how our various products and service overlap and compliment each other

Skills and experience requirements

The successful candidate will be able to demonstrate skills and experience across the following core competencies. Those competencies listed as desirable will become essential once in post and assessed as part of the formal performance assessment process.

Essential:

- Skills and experience in client facing service and/ or account management role.
- 2:1 minimum undergraduate degree in a discipline which includes one or more of the following components: Research methods; Business / commercial acumen; Strong written and verbal communication. Or, a minimum of two years' experience in a related role
- Minimum of one-year work experience in a professional workplace. (This may include placement years)
- Excellent communication and interpersonal skills with the confidence and ability to communicate with senior audiences in a professional services environment
- Experience of presenting research findings and/or experience of public speaking
- Ability to work autonomously, take initiative and responsibility for work both when working alone or as part of a team
- Excellent attention to detail and a high level of accuracy
- Experience of being adaptable and versatile with excellent time management skills
- Willingness to travel and an appetite to learn and develop

Desirable:

- An understanding of research methods, applications and related statistics (e.g. sampling, significance testing etc.)
- Knowledge of the legal sector
- Experience conducting research interviews
- Experience of using standard Microsoft Office packages including Excel, Outlook and PowerPoint
- Foreign language skills
- Demonstrable experience of quickly understanding new concepts

Application

If you are interested in applying for a role, please send your CV and covering letter to Tom Kelsey tkelsey@acritas.com

Covering letters are essential and applications will not be considered without one.

Applications should include evidence of any experience you have in relation to the role(s) as described above, as well as any relevant work experience / qualifications.

The closing date for initial applications is Friday 13th September

Successful applicants will be invited to attend assessments and / or interviews in Newcastle upon Tyne.

Candidates will be informed by phone call or email if their application is successful by 20th September, however we receive a high volume of applications and regret that the company does not have the resource to respond to and/or provide feedback on unsuccessful applications.

- ▶ Starting salary - £20,000 per annum*
- ▶ Company profit share bonus (once out of probation)
- ▶ Cycle to Work Scheme
- ▶ Childcare Voucher System
- ▶ Pension scheme
- ▶ Critical illness cover
- ▶ 22 Days Paid Holiday Per Year (+8 Bank Holidays), rising with service for first three years

*(We have discretion to increase starting salary (at company's discretion) for candidates who can demonstrate significant and relevant work experience enabling them to take on greater responsibility from day one – you will be told about this at the time of the job offer). We expect strong candidates to be able to increase their starting salary levels quickly during their initial months and years with the company.

We are also interested in hearing from more experienced candidates who may have undertaken a similar / more senior role. Please get in touch directly at the email above to discuss opportunities at Acritas.