impellus BUSINESS PERFORMANCE TRAINING

OPPORTUNITY

Client Success and Account Manager

SALARY

£36,000 basic + commission

OTE

£48,000

LOCATION

St Albans/Hybrid

Looking for a job? There are plenty of those. Looking for a career? This might be more interesting.

We're looking for an ambitious, energetic and naturally curious person to join Impellus as a Client Success and Account Manager.

Impellus helps organisations develop better managers and leaders. How we help organisations approach their training is almost as important as the training we deliver.

You'll become the person our clients know and trust.

You'll help new clients get started, make sure their managers are getting real value from their training, talk to them about what they need next and identify opportunities where Impellus can help them further.

You'll have conversations with HR and L&D professionals, business owners, senior managers and people responsible for developing their organisations.

And you'll learn how to turn those relationships into long-term commercial partnerships.

Impellus Ltd.

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impellus.com

WHO ARE IMPELLUS?

Impellus helps businesses develop better managers and leaders.

We work with organisations across the UK, helping them improve the skills, confidence and effectiveness of the people who manage their teams.

We're an ambitious business with a strong focus on doing things properly – for our customers, our people and each other.

And we're growing.

That means we're looking for people who want to grow with us.

WHAT WILL YOU ACTUALLY DO?

You'll manage a portfolio of Impellus clients and become their main point of contact.

You'll:

- Build strong, professional relationships with clients
- Welcome and onboard new customers
- Regularly talk to clients by phone and Teams to understand how things are going
- Make sure clients are getting the maximum value from their training
- Spot opportunities to help clients with other Impellus programmes and services
- Develop straightforward opportunities yourself and work with our Sales team on larger ones
- Keep clients informed, engaged and enthusiastic about working with us
- Work closely with our trainers, assessment and administration teams
- Contribute ideas to improve the experience we give our clients
- Help create content, resources and ideas that make our client experience even better

There is a commercial side to the role too. We want someone who enjoys winning business, but this isn't about closing out deals to hit targets. The best opportunities will come from understanding your clients really well and recognising when they have a problem that we can solve.

WHAT ARE WE LOOKING FOR?

You don't need to have worked in Learning and Development before. If you have, that's great. But we're more interested in you.

We're looking for someone who:

- Is naturally good with people
- Is confident having professional conversations on the phone and Teams
- Is curious about businesses and how they work
- Listens properly rather than simply waiting for their turn to speak
- Is organised and takes ownership
- Is commercially minded
- Enjoys achieving things and can demonstrate a track record of doing so
- Wants to earn well by performing well
- Is ambitious about where their career could take them

You might currently be working in account management, customer success, sales, recruitment, HR, L&D, professional services or another client-facing environment.

Your previous job title matters less to us than your attitude, ability and ambition.

WHY IMPELLUS?

We're a growing business with a genuine opportunity for the right person to make a difference.

You'll receive structured training when you join and ongoing development as you progress.

More importantly, we want this role to be the beginning of something rather than the destination.

As you become successful, there will be opportunities to take responsibility for larger and more valuable clients, develop your commercial skills, mentor others and progress into more senior account management and client leadership roles.

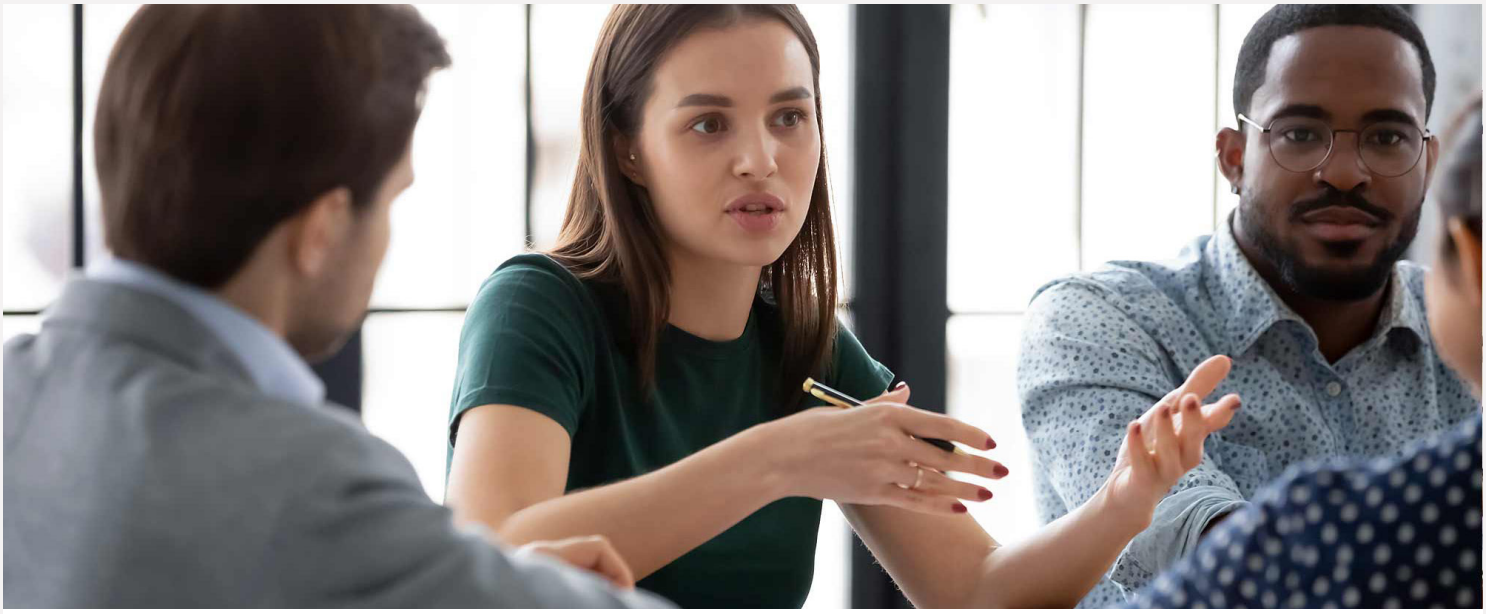
If you're ambitious, we'll give you the opportunity to prove what you can do.

THE PACKAGE

£36,000 basic salary + commission with an OTE of £48,000

Plus:

- 25 days' holiday, increasing with service
- Every fourth Friday afternoon off
- Hybrid working – typically 3 days in our St Albans office and 2 from home
- Full training and ongoing professional development
- A clear opportunity to progress as the business grows



ONE LAST THING...

We're not looking for someone who wants to simply manage a list of accounts.

We're looking for someone who wants to **build relationships, make an impact, become commercially excellent and build a career.**

If that sounds like you, we'd like to hear from you.

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