



JOB DESCRIPTION

Post title: Account Manager
Contract: 6 Months fixed term (with a view to make permanent)
Salary: £35,000 - £40,000 Pro rata
Location: Kingston Upon Hull

Company Overview

We are offering the opportunity to work for a rapidly growing, successful, and innovative company that provides high technology products for radiotherapy training and education (virtual reality). Over 160 hospitals and training institutions use our products in 39 countries across the world. We are extending our product range and developing new VR and AR products that meet patient and healthcare professionals' needs. You will be a part of this growth phase and will play a crucial role, providing support across the business and to our customers.

The company is based in state of the art premises and is part of the tech community at The Dock in Hull city centre, close to the train and bus stations and local amenities.

Main purpose of the role

Own and develop relationships with Virtual's existing customer base, ensuring customers are retained, software support and renewals are proactively managed, and customers are migrated appropriately towards VERT Flex, subscription models and wider product adoption.

Main Responsibilities

- Act as the commercial owner for existing customer relationships, maintaining regular contact and ensuring customer needs, risks and opportunities are visible in CRM;
- Own the renewal process for software support, subscriptions and related customer agreements, ensuring no renewals are missed or allowed to lapse;
- Lead customer migration from traditional software support arrangements to VERT Flex or other recurring/subscription models where appropriate;
- Identify opportunities for VoD subscriptions, system refreshes, training packages, upgrades, additional modules and wider product adoption;
- Coordinate with Product Specialists where product demonstrations, training, clinical/educational expertise or adoption support are required;
- Work with Sales Operations and Finance to maintain accurate renewal schedules, support contract data, account notes, quote tracking and customer communications;
- Develop simple account plans for priority customers, including renewal timing, product usage, Flex migration potential, training needs and expansion opportunities;
- Escalate customer risks, support concerns or commercial blockers early so they can be resolved before renewal or retention is affected.

Skills & Qualifications

- Proven experience in account management, customer success, or a similar customer-facing commercial role.
- Strong relationship-building skills with the ability to maintain and grow customer accounts.
- Experience managing renewals, quotations, contracts, and customer communications.
- Excellent verbal and written communication skills.

- Strong organisational skills with the ability to manage multiple priorities and deadlines.
- Commercially minded with the ability to identify growth opportunities within existing accounts.
- Proficient in Microsoft Office and CRM systems.
- Self-motivated, customer-focused, and able to work effectively both independently and as part of a team.

Virtual is committed to individual career development, helping you develop a career path that is both right for you and meets the company's needs. We will provide support, mentoring, and training and give you opportunities to show us what you can do. As we grow, so will you.

If you are enthusiastic, self-motivated, enjoy working in a customer/client-facing role and will embrace the challenges of working in a growing, dynamic company, then we'd love to hear from you.

Background information about the company is available at www.virtual.co.uk

To find out more about our products, please visit our youtube channel - <https://www.youtube.com/user/VirtualLtd>

Please send a CV and covering letter to recruitment@virtual.co.uk

Terms and Conditions:

Contract: 6 month fixed term contract – with a view to make permanent

Holidays: 26 days per annum plus Bank holidays, increasing to a maximum of 30 days based on full years of uninterrupted service – **Pro rata (6 month FTC)**

Pension: contribution up to 6% of salary following the probation period, or workplace pension scheme enrolment.

Notice Period: 4 weeks

Probationary Period: 4 weeks

The probationary period provides an opportunity for the employee to fit within the working practices of the company. It shall be determined during this time whether the job is in line with expectations as defined by the Job Description, and by discussions at interview and prior to appointment. Opportunities for flexible or hybrid/remote working in the UK will be considered.

The full set and definitive terms and conditions will be specified in the employment contract.