JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Account Manager &amp; Renewals Specialist</th>
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</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Sales</td>
</tr>
<tr>
<td>Primary job location:</td>
<td>Hybrid - Home/Office/Location</td>
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<tr>
<td>Reporting to:</td>
<td>Sales Operations Manager</td>
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<tr>
<td>Direct reports:</td>
<td>NA</td>
</tr>
<tr>
<td>Date reviewed:</td>
<td>30/08/2023</td>
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<tr>
<td>Author:</td>
<td>Gill Marron</td>
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About VIRTUS

VIRTUS Data Centres is the UK’s fastest growing data centre provider which owns, designs, builds and operates the country’s most efficient and flexible data centres.

In May 2023 we announced our plans to expand into continental Europe, with our first data centre due to open in Berlin in 2026, to be quickly followed by two full campuses and expansion into other countries in the pipeline.

Our purpose is to serve humanity by being an active, positive participant in the 4th industrial revolution. When we talk about our purpose, we refer to our customers’ customers; the child playing a computer game, the person watching their favourite movie, booking a medical appointment, a plane ticket, a hotel or doing their online banking; those things can’t be done if we don’t do our job.

Our mission is to consistently exceed the expectations of customers through innovative, high-quality solutions and services. We employ intelligent thinkers – people with positive attitudes, who add to the quality of our customer proposition and business.

We value individual endeavour and initiative and encourage teamwork and togetherness because collective experience and expertise is VIRTUS’ greatest strength.

Job Summary

Drive new revenue growth for VIRTUS by creating, building and maintaining strong client and partner relationships over a portfolio of Accounts.

Heading up the Renewal Process for the SME Accounts to protect annual revenue for VIRTUS.

It is a multifaceted role requiring a personality capable of managing pressure, achieving target-focused objectives with exceptional attention to detail.
Duties and Responsibilities

The role includes but is not limited to the following:

- Contact existing customers to establish relationships and identify their requirements for growth.
- Participate in customer negotiations to secure business.
- Build and maintain a network of business relationships, including the management of customers, prospects and other potential referrals.
- Lead the renewal process for the SME Accounts, ensuring contracts are renewed effectively and on time. This will include preparing renewal quotes to a high standard of accuracy.
- Drive longer term customer engagement through multi-year deals.
- Proactively review expired contracts with a view to get back under contract.
- Providing reports and dashboards to the wider business on a monthly basis on renewal progress and stats.
- Use our CRM System (Salesforce) to manage pipeline, renewals, orders.
- Cover for the Sales Operations Manager when they are on leave. Duties will include but are not limited to reporting, forecasting, managing the full order process, Salesforce updates.
- Administrative work, as required.

What success looks like in 12 months’ time:

- Build strong relationships with existing and new customers.
- An exceptional renewals process implemented, with high success rate on renewing contracts on time.
- Excellent knowledge of the Data Centre industry and great working relationships across the VIRTUS team.

Person Specification

- Previous experience in sales and/or business development
- Excellent communication skills, both written and verbal, with the ability to communicate to diverse audiences both internally and externally.
- Experience of using Salesforce would be advantageous.
- Knowledge of the Data Centre market is preferred.
In line with VIRTUS’ Vetting Policy, the successful applicant must be willing to undergo a BS7858 screening process.

**Remuneration package and benefits:**

- Private healthcare
- Pension contribution scheme
- Eye and dental care benefit
- Discretionary bonus
- Income Protection
- Life Assurance
- Cycle to work scheme
- Annual travel card loan
- Tech Scheme
- Electric car scheme
- Workplace extras - Byond card and Extras discount

VRTUS is an equal opportunity employer. As part of our commitment to fight for equality, we work to ensure a fair and consistent interview process. We celebrate diversity and we are committed to an inclusive work environment.

If you are interested in this role, please email your CV to careers@virtusdcs.com

We reserve the right to close this post for applications should sufficient applications be received.