

## Senior Relationship / Account Manager

<b>Reporting To:</b>	CEO / Head of Sales.
<b>Term:</b>	Permanent, Full Time.
<b>Package:</b>	Competitive Salary + Performance Related Pay.
<b>Location:</b>	London (Wandsworth) with some travel across the UK (accommodation and expenses paid).

### The Role:

Q-Bot is a high tech, high growth, international start-up, developing robotics and intelligent systems that are revolutionising the built environment whilst creating a positive social impact (you'll find more detail on the next page).

Over the last couple of years Q-Bot has grown considerably doubling revenues each year, this has also meant our client base has expanded significantly. While this is exciting for the business it has meant we need to invest in the way we manage our relationships with clients.

Therefore, we are looking for an experienced Relationship Manager to help us set up a business function that is dedicated to four main areas:

1. The success of how we onboard clients.
2. How we manage clients through the pilot stage to a full client.
3. How we manage the ongoing relationship with clients.
4. Upselling new products and services to existing clients.

This is a unique opportunity for someone ambitious to have a big impact on a fast-growing technology company. You will be the glue that binds the main functions of the business together and ensure that a great service is delivered to Q-Bot's clients.

### Key Responsibilities:

- Implement and manage a system to monitor client happiness across the organisation.
- Manage the onboarding of new clients and track progress through the delivery of the programme.
- Work with the operations team to make sure all clients contracts are fulfilled.
- Work with the marketing team to measure impact, build case studies and conduct interviews.
- Work with the sales team to upsell to existing clients and build an understanding of other services that Q-Bot could provide to its clients.
- Evaluate reward strategies for client referrals.
- Continuously look to improve the way Q-Bot manages clients.

### Requirements:

- At least a 5 years' experience in a relationship / account management role (or similar).
- Experience managing clients with a large contract value (£100K or more).
- Experience gained from working in collaborative environments where different business functions work closely together.
- Happy working independently, managing your own time and responsibilities.
- Some experience with CRMs, ideally Salesforce.

**Qualifications and Skills:**

- Education: University degree 2:1 or better.
- Excellent verbal and written communication skills.

**About Q-Bot:**

Q-Bot is revolutionising the construction industry with robotics, digital tools and AI to transform archaic processes and enable new services for the inspection maintenance and upgrade of buildings. Q-Bot’s mission is to be able to measure and improve the health of buildings without the cost and disruption of traditional methods.

The company has commercialised a highly innovative method of applying under floor insulation using a [robotic device](#) and has a number of new services in development. As a result of this work Q-Bot has developed a number of exciting robotic and AI technologies. These include robotic vehicles, digital manufacturing and 3D printing, control routines for autonomous localisation and navigation, 3D mapping of environments with automatic categorisation of features, as well as tools to manage the installation process and data collected.

The company has a growing team of 30 employees in offices in London and Newcastle. Q-Bot has state of the art equipment, including an in-house pick and place machine and 3-axis CNC milling machine. Q-Bot is run by an experienced management team with an entrepreneurial track record, project management expertise and unique blend of robotics and building know how. The company’s employees are a unique blend of engineers with Masters and PhDs in Science or Engineering and professionals with decades of practical experience in the construction sector.

Q-Bot is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation, or age.

Please apply to: [future@q-bot.co](mailto:future@q-bot.co) with a covering letter and CV.

