



Job Title: Business Account Manager (Telecoms)

Company: Communications Plus

Location: HQ, Rainford, Merseyside (Office based – 5 days per week)

Communications Plus – Now Part of Focus Group

Communications Plus has built an outstanding reputation for delivering market-leading Unified Communications, Connectivity and Mobile solutions to businesses across the UK.

Now part of **Focus Group**, we are one of the UK's leading providers of business technology solutions, we're entering an exciting new chapter. This partnership brings even greater opportunities for our people, combining the supportive, family-oriented culture of Communications Plus with the scale, innovation and career development opportunities of a growing national organisation.

We're looking for an ambitious **Business Account Manager** who thrives on building long-term customer relationships, identifying new opportunities and delivering exceptional customer experiences.

If you're commercially driven, passionate about technology and enjoy helping businesses succeed, we'd love to hear from you.

The Role

This is a relationship-focused Account Management role where you'll manage an existing portfolio of business customers while identifying opportunities to grow each account.

Working closely with our sales, provisioning and support teams, you'll become a trusted advisor to your customers, ensuring they receive the very best service while introducing solutions that genuinely add value to their business.

No two days are the same, making this the ideal opportunity for someone who enjoys working in a fast-paced, customer focused environment.

What You'll Be Doing

- Managing and developing an existing portfolio of business customers.
- Building strong relationships with key decision-makers.
- Acting as the primary point of contact throughout the customer lifecycle.
- Identifying opportunities to upsell and cross-sell our portfolio of solutions.
- Understanding each customer's business and recommending tailored technology solutions.
- Helping customers maximise the value of their services.

- Maintaining regular contact to ensure outstanding customer satisfaction and retention.
- Achieving individual sales targets and KPIs.
- Working closely with Finance, Marketing, Corporate Support and Technical teams to deliver an exceptional customer experience.
- Keeping customer records and opportunities accurately updated using company systems.
- Staying up to date with new products, technology and market developments.
- Supporting wider business initiatives and contributing positively to the team culture.

What we're Looking for

Essential

- Results-driven with a strong focus on achieving targets and KPIs
- Minimum 2 years' experience in Telecoms Account Management or Telecoms Sales.
- Proven experience managing business customers.
- Strong communication and relationship-building skills.
- Excellent organisational and time management skills.
- Commercial awareness with the ability to identify sales opportunities.
- Self-motivated with a proactive approach.
- Comfortable working towards sales targets and KPIs.
- Strong attention to detail.
- Good IT skills and experience using CRM systems.
- A positive team player with a customer-first attitude.

Desirable

- Experience selling Unified Communications, VoIP, SIP, Connectivity, Mobile or IT solutions.
- Experience within a B2B telecoms environment.
- Knowledge of Microsoft 365 and cloud-based business solutions.

What's in it for you?

- Competitive salary
- **Uncapped Commission**
- Ongoing learning and professional development
- Career progression within Communications Plus and the wider Focus Group
- Exposure to market leading business technology solutions
- 25 days holiday (excluding Bank Holidays)
- Workplace Pension
- Life Assurance



- Employee Assistance Programme
- Family & Friends discounts
- Free onsite parking
- Team socials and company events
- Dress Down Fridays
- Modern, state-of-the-art headquarters with beautiful countryside views
- Friendly, supportive and collaborative working environment

Ready to Join Us?

As part of Focus Group, you'll enjoy the stability and opportunities of a national organisation whilst still benefiting from the supportive culture, close-knit team and personal approach that Communications Plus is known for.

If you're looking for a role where you can build long-term customer relationships, grow your career and be rewarded for your success, we'd love to hear from you.

Apply today and help businesses across the UK stay connected through market-leading communications technology.

All offers of employment are subject to satisfactory pre-employment checks, including a DBS check.