



## **Account Manager**

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector producing a wide range of state-of-the-art technology solutions including robot waiters, facial verification, mobile apps, EPOS and payment solutions.

Our mission is to make technology simple, by implementing the best solution, incorporating the most reliable intuitive technology and to follow this with first class after-sales customer care.

We exist to create a technology hub for now and in the future.

### **About the Role**

Reporting to the Head of Sales and Accounts, we are seeking a highly motivated and results-driven Account Manager to join our team. This role will be responsible for managing relationships with existing customers, ensuring they gain maximum value from our solutions, and identifying opportunities for growth through renewals, upselling, and cross-selling. The ideal candidate will have a proven track record in account management or customer success within a SaaS environment, excellent relationship-building skills, and a passion for helping clients succeed.

### **Responsibilities**

- Serve as the primary point of contact for assigned customer accounts.
- Build and maintain strong, long-lasting client relationships.
- Understand client goals and ensure our solutions deliver measurable value.
- Proactively manage customer lifecycle from onboarding through to renewal.
- Monitor account health, usage, and adoption to ensure satisfaction and retention.
- Identify upsell and cross-sell opportunities aligned with client needs.
- Collaborate with product, support, and sales teams to address customer requirements.
- Act as the voice of the customer internally, feeding back insights to improve our product and service.
- Prepare and deliver regular account reviews, reports, and performance metrics to clients.
- Handle contract renewals and negotiations to ensure long-term partnerships.

### **About You**

We're looking for someone who is:

- Organised and solutions-focused, able to manage multiple client accounts at once.
- A strong relationship-builder who thrives on understanding customer needs.
- Skilled at problem-solving and handling complex client requests.
- A natural communicator with excellent interpersonal and presentation skills.
- Comfortable working in a fast-paced SaaS environment and collaborating across teams.
- Proactive, with a continuous improvement mindset and focus on customer success.

## Key Skills & Requirements

- Proven experience (3–5+ years) in account management, customer success, or a similar role in a SaaS company.
- Strong track record of client retention, upselling, and delivering measurable business outcomes.
- Solid understanding of SaaS business models, customer lifecycles, and subscription renewals.
- Experience in hospitality and retail is highly desirable.
- Commercial awareness and negotiation skills for handling renewals and upsell contracts.
- Proficiency with CRM tools to track accounts, communications, and pipeline activities.
- Ability to balance customer satisfaction with business objectives.
- Strong presentation and reporting skills, with the ability to engage operational and senior-level stakeholders

## Why Join Us?

We are one of the leading omni-channel retailers across the UK, but more than that, we are a great place to work. We value you and your development. We pride ourselves on giving our team members the opportunity and continued training and development to enable them to progress their personal and professional skills.

Our aim is to create a fun and creative environment, where your success is paramount to ours and you are given the right tools, support, and platform to achieve your goals. More than that, we want every team member to be happy in their work and feel they can contribute and add value to the business.

## Diversity

At Lolly we believe in creating a positive environment where our differences are respected and each of us feels valued for our contribution. Treating people fairly is part of our values and at the core of our culture. As an inclusive employer, all qualified candidates will be considered regardless of race, ethnicity, religion or belief, age, socioeconomic background, gender identity or expression, sexual orientation, pregnancy and maternity and caring responsibilities, marital status, nationality, and disability including invisible disabilities and neurodiversity.

We recognise the different perspectives which arise from *a diverse and multi-skilled workforce*. We believe this assists us in providing an excellent service to our customers.

We know that a great hire won't necessarily meet every requirement that we've outlined. If you can see yourself elevating the team, we want to hear your story. Few of us would be here had we not taken a chance.

Importantly, for us diversity is also about building and maintaining happy teams, filled with colleagues who want to learn and develop, and want to be inspired by each other and our different experiences.