



Job Description

Account Manager

Reporting to: Director of Strategy

Location: Office (Chelsea, London) with national travel

The Role

We are seeking an Account Manager to join our growing commercial team. This role will be owning a portfolio of strategic UK accounts, ensuring strong client relationships, drive account growth, and support retention. In addition, the role will develop a secondary responsibility for supporting the development of new business opportunities, with a focus on managed services and security.

Key Responsibilities

- Own and grow the accounts for a portfolio of key UK-based managed service clients
- Serve as the trusted advisor to clients, understanding their business goals and aligning Conosco's services to meet those needs.
- Ensure a proactive approach to renewals, upsells, and cross-sells, particularly around security services.
- Drive client engagement and satisfaction through regular check-ins, strategic reviews, and proactive support.
- Collaborate with internal teams (Technical, New Business, Strategy) to ensure seamless service delivery and issue resolution.
- Monitor account health, usage metrics, and feedback to identify risks and opportunities.
- Lead onboarding for new clients to ensure successful adoption of services.
- Maintain accurate records of client interactions and account status using CRM tools.
- Build strong client relationships, positioning the company as a trusted partner and security-first MSP.



- Own account budget planning and contribute to client roadmap development, ensuring forecasted spend, priorities and delivery milestones are clearly documented and reviewed.

Skills & Experience

Proven experience in customer success, account management, or client services, ideally within MSP sectors.

- Excellent communication (written, verbal & in-person) and relationship-building skills.
- Strong commercial acumen with experience in upselling, cross-selling, and managing renewals.
- Ability to manage multiple accounts and priorities effectively.
- Familiarity with IT services, managed services, or digital transformation is a plus.
- Experience with CRM and PSA platforms (e.g., HubSpot, Halo).
- Track record of building long-term client relationships and acting as a trusted partner.
- Knowledge of managed services, cyber security, and cloud technologies.