

Head of Account Management

POSITION DESCRIPTION

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are ready for anything.

POSITION DESCRIPTION

Title	Head of Account Management
Location	Melbourne or Sydney
Report to	Head of Sales
Direct report(s)	Client Success Manager team

The purpose of this role

To drive Net Revenue Retention (NRR) and Gross Revenue Retention (GRR) across our existing clients through strategic account leadership, client retention, and revenue expansion—while building and scaling an Enterprise-ready Account Management function.

The key accountabilities of the role

Client Retention & Growth

- Retention of all existing client accounts with strong focus on strategically valued accounts
- Revenue growth within existing accounts through cloud transition, cross-sell opportunities (AI modules, complementary products/services), price optimisation, and feature expansion
- Net Revenue Retention (NRR) and Gross Revenue Retention (GRR) targets

Enterprise Account Leadership

- Lead and manage our largest TAFE and University accounts with executive-level engagement and strategic alignment
- Serve as primary client advocate for Enterprise-segment accounts, driving adoption and expansion
- Build deep partnerships with key client stakeholders and C-suite sponsors

Functional & Strategic Leadership

- Drive the Account Management strategy as the business shifts toward Enterprise-sized clients
- Build and lead a high-performing team of Client Success Managers
Develop capability and systems to prepare our organization and segment for Enterprise-scale operations
- Establish standards, processes, and methodologies that support Enterprise client engagement and success

The key responsibilities of the role

- Lead and develop a team of Client Success Managers, coaching them to own account retention and growth
- Develop and execute comprehensive account retention and expansion strategies for all key accounts
- Build and maintain detailed account plans, risk plans, growth forecasts, and expansion pipelines for Enterprise clients
- Drive strategies that increase product utilization, adoption, advocacy, and Net Revenue Retention
- Identify and prioritize expansion opportunities (cloud migration, AI modules, cross-sell, price optimization) within existing accounts
- Establish and monitor key metrics and health indicators (NRR, GRR, churn, engagement, NPS)
- Leverage data and analytics to inform account strategy and identify early warning signs of churn risk
- Collaborate with Sales, Product, Engineering, Support and Marketing teams to understand customer needs and shape product roadmap priorities
- Translate customer feedback and market insights into actionable strategic recommendations
- Work across internal teams to remove barriers to successful client outcomes and expansion
- Own the transition of our Account Management function from transactional support to strategic Enterprise partnership model

The ideal candidate will have these:

Characteristics

- Experienced leader with a player-coach mindset who can lead by example while developing others
- Comfort with ambiguity and uncertainty; can move at pace while staying outcome-focused
- Entrepreneurial spirit with strong curiosity and learning agility

- Self-starter with strong ownership mentality and outcome orientation
- Able to build credibility and influence at multiple organizational levels

Skills

- Account management or client success leadership—preferably managing a team in SaaS or subscription-model businesses
- Strategic thinker who can develop methodologies and processes while remaining hands-on with key accounts
- Inspirational leader who motivates teams to be client-focused, demonstrate measurable value, and exceed targets
- Data-driven mindset; comfortable consuming and using data to inform strategy and decisions
- Excellent communication and executive presence; able to engage at C-Level with confidence
- Strong collaborator who can work effectively across cross-functional teams and organizational levels
- Quick thinker with strong problem-solving skills and ability to prioritize in complex environments

Knowledge

- Strong understanding of retention, NRR/GRR mechanics, and expansion revenue strategies in SaaS businesses
- Deep experience building and scaling account management or client success functions
- Proven track record growing share of wallet in existing accounts through multi-year relationships, trust-building, and scope expansion

Experience

- Proven track record working in account management or client success leadership within a SaaS business
- Experience managing large Enterprise accounts with complex stakeholder dynamics and long implementation cycles
- Demonstrated success in land-and-expand business models and SaaS metrics optimization
- Background in education technology, institutional markets, or B2B SaaS serving large organizational clients is a plus