



Account Manager - Circular Systems

About Circular Systems

Circular Systems delivers practical, measurable waste-to-resource outcomes by combining on-site diagnostics (audits and site assessments), stakeholder engagement and education, and ongoing service management to reduce contamination and improve recovery. The work is field-based and relationship-led, bridging operational delivery and advisory capability to drive sustained performance improvements.

Role purpose

The Account Manager is accountable for growing and retaining Circular Systems revenue and owning key partnerships end-to-end from lead generation through to proposal/tender submission, contracting, onboarding, and long-term account expansion. The role is hands-on and requires tight coordination with the Operations Manager to ensure what is sold is deliverable, safe, outcomes-driven, and financially sound.

Role outcomes (what success looks like)

- Predictable growth - a healthy pipeline with consistent conversion and clear forecasting discipline.
- High-performing accounts - strong relationships, renewals, and upsells supported by a structured client rhythm.
- Commercial buildings readiness - a clear go-to-market and partnership model for facility management / owners corporation / tenant environments.
- Process maturity - proposal and service agreement templates, account playbooks, and clean handover processes that enable scale.
- Aligned delivery - tight collaboration with the Operations Manager so scoped work is executed to standard and client expectations are managed proactively.

Key responsibilities

1) Business development and lead generation

- Own lead generation across outbound, inbound and strategic partnerships (events, referrals, ecosystem partners).
- Qualify opportunities and translate discovery into scoped engagements (site walk-throughs, stakeholder mapping, constraints, timeline, pricing approach).
- Build and execute an account-based growth plan for priority segments, including commercial buildings expansion.
- Represent Circular Systems in the market through industry events, public speaking, workshops and relationship building.

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2) Proposals, tenders and contracting

- Lead proposals and tenders end-to-end - requirements analysis, methodology, pricing inputs, risk and delivery assumptions, timelines and outcomes.
- Maintain and continuously improve proposal collateral and templates to reduce cycle time while maintaining quality.
- Create and manage service agreements - scope clarity, deliverables, assumptions, change control, renewal terms and variations management.

3) Account management and partnership success

- Onboard new clients with a structured sales-to-delivery handover, including roles, responsibilities, cadence and escalation pathways.
- Establish and run a consistent client cadence (monthly/quarterly check-ins, performance reviews, improvement actions).
- Identify and convert retention and expansion opportunities (additional sites, additional services, longer-term programs).
- Maintain direct ownership of key strategic partnerships, aligned to the leadership role-share model.

4) Site visits, safety and readiness (commercial interface)

- Conduct site visits as part of discovery, onboarding and performance management.
- Coordinate site safety and risk assessment inputs with Operations to ensure scope reflects site realities and controls.
- Ensure scopes reflect commercial building access requirements (FM/OC rules, contractor interfaces, tenant communication constraints).

5) Systems and pipeline management

- Own CRM discipline - pipeline stages, activity logging, close plans, forecasting and reporting.
- Build and maintain the Sales-to-Delivery operating system (handover templates, account plans, stakeholder maps).

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Experience and capability requirements

Essential

- Demonstrated success in consultative B2B sales and account management, including proposal writing and/or tender responses.
- Strong stakeholder management across senior decision makers and on-the-ground operators (FM, cleaners, contractors, tenants).
- Ability to run site walk-throughs and translate site realities into clear scope, pricing inputs and delivery plans.
- Strong process orientation: can build templates, maintain CRM discipline and improve systems over time.
- Confidence representing the organisation publicly (events, workshops, speaking).

Desirable

- Experience in waste/resource recovery, sustainability programs, facilities management and/or commercial buildings operations.
- Exposure to education/engagement and behaviour change delivery (or ability to learn quickly).

Performance measures (KPIs)

- New revenue - monthly/quarterly new signed value; contribution by segment (including commercial buildings).
- Pipeline health - coverage ratio; stage conversion; proposal-to-close rate; sales cycle time.
- Retention and expansion - renewal rate; upsell/cross-sell value; account growth per quarter.
- Delivery alignment - reduction in scope mismatch issues; smooth onboarding and handovers.
- Systems maturity - proposal turnaround time; template adoption; CRM hygiene score.