

Job Description

Role Title	Strategic Account Manager
Document Version	V1
Company	PPQ
Department	Business Development
Reports To	Head of Business Development
Date	13/04/2026

1 Role Summary

The Strategic Account Manager will be responsible for managing and deepening Planning Portal's relationships with approximately 60 local authorities across England. This is not a conventional sales role. It is a senior relationship and change management position that sits at the intersection of local government, digital transformation, and commercial development.

The postholder will be embedded in their local authority patch, understood by planning departments and building control teams as a trusted partner and expert. Their primary mission is to drive adoption and advocacy of Planning Portal's AI-powered tools, support councils through change, and identify opportunities to expand the use of TerraQuest services (including PAVS/PACES and planning consultancy) where these genuinely meet council needs.

This role is central to Planning Portal's strategy to grow its market share, deepen its value to local government, and build a defensible, relationship-led commercial position.

2 Role Responsibilities

The responsibilities of this role include:

- Managing and developing relationships with a portfolio of approximately 60 Local Authority accounts
- Acting as the primary point of contact for assigned councils, ensuring high levels of engagement and satisfaction
- Protecting and growing Planning Portal market share within assigned accounts
- Driving adoption and usage of Building Control services
- Identifying and closing Planning services from TerraQuest.
- Supporting the introduction and adoption of AI-led planning solutions across Local Authorities
- Identifying risks to retention and proactively implementing mitigation strategies
- Capturing and sharing customer insights to inform product development and strategic direction
- Supporting councils in their digital transformation journeys, positioning Planning Portal as a strategic partner

3 Qualities and Skills Required

3.1 Essential

The essential qualities and skills required include:

- 4-10 years' experience in local government, GovTech, or a closely adjacent sector
- Direct experience working within or alongside planning departments (development management, validation, building control) or planning systems teams

- Strong stakeholder management skills – able to build credibility and trust with senior officers and operational teams alike
- Demonstrable ability to lead change or drive adoption of new systems/services within local government settings
- Comfortable operating in a commercially-informed capacity – identifying opportunities, progressing proposals, and managing expectations
- Excellent written and verbal communication skills; confident presenting to groups and facilitating workshops
- Self-directed and organised, able to manage a large patch with minimal supervision
- Proficient in CRM systems and comfortable with pipeline reporting

3.2 Desirable

The desirable qualities and skills required include:

- Experience working within or with Local Authorities or the public sector
- Knowledge of planning, building control, or property-related services
- Experience in digital transformation or service improvement programmes
- Exposure to software, SaaS, or digital product environments

4 Additional Information

TerraQuest is an equal opportunity employer and is committed to creating a diverse and inclusive workplace where all employees are valued and respected.

This description reflects the core activities of the role but is not intended to be all-inclusive. Other duties within the group/department may be required in addition to changes in the emphasis of duties as required occasionally. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.