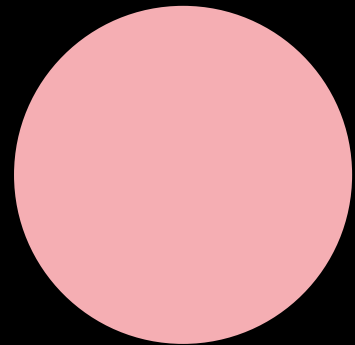
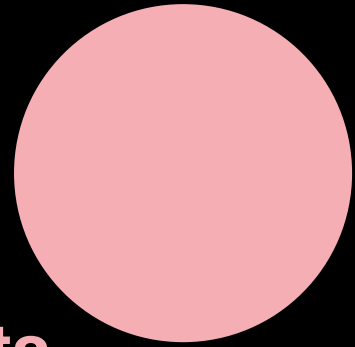


April 2026

Savanta

**Role Specification:
SVP | Global Key Accounts**



Classified: Private

Location: US

Business Area: Commercial

Reports to: Global Chief Commercial Officer

About the Role:

SVP | Global Key Accounts | US

This position sits within the Global Commercial Team and reports directly into the Global CCO.

The SVP is responsible for building, owning and continuously developing Savanta's Global Key Account portfolio - identifying and qualifying priority accounts, onboarding them into a structured key account programme, and nurturing executive-level relationships to drive long-term, higher-value partnerships.

As a recognised commercial leader and figurehead, the role works closely across Commercial, Delivery and other Savanta teams to deliver growth and profitability, embed best practice and ensure service excellence.

Although this role is based in the US, the successful candidate must be able to work within suitable UK hours when required due to close collaboration with the UK office.

Commercial Strategy and Activities:

- Design and deliver a Global Key Account Strategy, adapting for regions as required based on the maturity of the different markets, aligned to the company's vision and commercial growth objectives, and comprising the full range of sales techniques.
- Identify new business opportunities, markets, and revenue streams, by leveraging technology to ensure sustainable YOY double digit growth.
- Define the key account portfolio: selection criteria (ICP), segmentation/tiering, whitespace assessment, prioritisation, and a 12–24-month pipeline plan to continuously add new priority accounts.
- Build and actively manage a portfolio of blue-chip and key accounts - setting clear entry/exit criteria, account tiers and coverage model; ensuring world-class client service, retention and profitable growth.
- Implement rigorous account planning and governance (e.g., quarterly account plans, opportunity clinics, exec sponsor model, and risk/renewal reviews) to protect revenue and accelerate expansion.
- Demonstrate clear business and commercial acumen, engaging the most senior audiences on how their business works, challenges, wider industry and business influence, with the ability to tie back to Savanta products, solutions and capabilities.
- Create and maintain C-suite stakeholder maps and relationship plans for priority accounts, including multi-threading and succession planning to reduce single-contact dependency.
- Put tech-enabled solutions at the heart of key account operations to deliver outstanding client service and optimized ways of working.
- Design and deliver key account client feedback mechanisms, putting the voice of customer at the heart of the organisation to create a culture of customer obsession.
- Own key account portfolio performance measurement and reporting (e.g., revenue, margin, retention/renewal rate, share of wallet, NPS/CSAT, pipeline coverage, and forecast accuracy), using insights to course correct.
- Lead and support on high level & value pitches, including to C-Suite audiences.

Key Account Portfolio Management:

- Establish and run the global key account programme: portfolio governance, account assignment/coverage, standards and playbooks, and consistent client engagement cadence.
- Drive retention and expansion across the portfolio, including renewal planning, multi-year agreements, cross-sell/upsell strategies and coordinated growth plans with divisional leads.
- Ensure robust handoffs and end-to-end account health management (delivery quality, issue resolution, stakeholder satisfaction, and proactive risk mitigation).
- Partner with Marketing to build account-based marketing (ABM) and thought leadership plans for priority accounts, increasing share of voice and senior engagement.

People & Team:

- Play a strong support role in developing a high perform team, fostering a culture of continuous innovation, client obsession and service excellence.
- Be responsible for mentoring & training team members on key areas.
- Actively contribute to the team, leading meetings, sharing knowledge, elevating both approach and delivery and driving best practice.
- Support the delivery of our recruitment strategy, including interviewing prospective members of the team.
- Forge strong working relationships with internal stakeholders, notably Head of Client Delivery and Tech (alongside Commercial peers) to create a sustainable and differentiated offer for our new clients, with the objective to build long term high value client partnerships.
- Play an influential role, alongside CCO, in driving adoption of tech platforms/solutions and nurture a team skilled in consultative, data and tech-driven selling.

Personal Development / Profile at Savanta:

Proven ability to...

- Raise the profile of the organisation through external speaking and/or networking opportunities and regular content/thought leadership via our marketing channels.
- Build and maintain a strong and relevant network, staying connected to a range of clients, influencers and stakeholders, leveraging relationships to build strong long-term partnerships.
- Identify opportunities to improve internal processes/ways of working and create a plan for implementation of continuous best practice both within team and beyond.
- Deliver excellent and impactful communication, collaboration and presentation skills.
- Embody company values and meet performance expectations.
- Actively own personal development goals and work closely with managers to achieve them.
- Contribute positively beyond core responsibilities through initiatives like Career Management.
- Promote global best practices, innovation, and collaborative ways of working.

About You:

SVPs are the group of leaders who have responsibility for delivering large parts of the overall business strategy. Collectively and individually, you will take on substantial financial targets, devising and executing strategies to deliver results at or beyond your targets. Highly visible across the business you must always lead by example.

With ultimate responsibility for achieving global revenues and identifying new and growth opportunities (own area and across the business), our senior leaders, notably in Commercial, ensure we maintain a strong focus on clients and client focused working practices (e.g. opportunity clinics, AfterCare and pitch perfect); support and develop our people and approach across the wider Commercial team; and lead teams of high-performing employees.

As a strong SVP, you are highly strategic, aware of needs and issues beyond your own team, delivering strong profits, and are highly respected by colleagues and clients. You bring significant experience creating and scaling a key account portfolio (including selection, onboarding and governance), with a track record of growing revenue and margin through retention, expansion and executive-level relationship management across multiple complex, global clients.

A tech-first mindset is essential as we pivot from a traditional market research business into a cutting-edge technology-first insights company.