

Enterprise Account Lead

To apply, please send your CV and a covering letter to careers@thefargogroup.com.

ROLE CONTEXT

The Fargo Group is building the leading European operating system for intermodal logistics. For over two decades we have been developing purpose-built software for the operators who move the world's containers — the hauliers, shipping lines, rail freight operators, and terminal businesses who manage the complexity of intermodal freight every day. Today our platforms are trusted across the UK and mainland Europe, supporting thousands of users in over a dozen countries. We are growing fast, thinking big, and looking for exceptional people to help us build what comes next.

The business has ambitious growth targets and is investing in the commercial infrastructure to achieve them. A significant part of that growth will come from within the existing customer base, through expansion of product usage, new module adoption, pricing migration to value-based models, and the development of group and international relationships.

The Enterprise Account Lead is a new role, created to ensure that the most strategically important accounts in the Fargo portfolio receive dedicated, senior commercial attention as the business scales. These are accounts characterised by significant ARR, operational complexity, and material expansion potential, where a focused commercial relationship genuinely changes what is possible.

ROLE PURPOSE

To grow revenue from within a named portfolio of approximately 15 to 20 strategic accounts, spanning the UK's leading hauliers, shipping lines, and rail freight operators. The Enterprise Account Lead is the primary commercial owner of that portfolio, responsible for identifying and converting expansion opportunities, building senior relationships, and ensuring every renewal is evidence-led and commercially optimised.

This is a quota-carrying individual contributor role. The number is expansion ARR plus net revenue retention above 110% across the named account portfolio.

KEY RESPONSIBILITIES

Commercial ownership and growth

Own the commercial relationship and revenue trajectory across the named portfolio. Identify and convert expansion opportunities — new users, new modules, group entities, and pricing evolution — and ensure every renewal reflects the value Fargo delivers rather than a commodity price negotiation.

Senior relationship development

Build and maintain relationships at director and C-suite level within the named account portfolio. Position Fargo as a long-term strategic partner rather than a software vendor, developing the kind of trust that surfaces commercial opportunities early and makes switching a genuinely unattractive proposition for customers.

Commercial leadership in the account team

Lead the commercial thread within Fargo's three-in-a-box account model, working alongside the Customer Success Manager and product contact at quarterly Impact Reviews. While the CSM owns the value conversation, the Enterprise Account Lead owns the commercial outcome — using the evidence the CSM has built to open and progress expansion and renewal conversations.

Joint Impact Plans

Run Joint Impact Plans as the commercial owner across the named portfolio, co-creating forward-looking success criteria with customers and using documented impact evidence to support value-based pricing conversations. Ensure every significant account has an active, current plan.

Commercial intelligence

Translate account-level intelligence into structured input for the product roadmap, identifying what customers value, what they will pay for, and where Fargo's competitive position is strong or vulnerable. Feed that back in a way that genuinely informs product and pricing decisions rather than generating noise.

Industry presence

Represent Fargo at industry events, trade associations, and customer-side forums relevant to the named account portfolio, particularly in the rail, shipping line, and multimodal logistics segments. Build and maintain relationships that reinforce Fargo's market position and generate early visibility of commercial opportunities.

CRITICAL KPIS

- Expansion ARR generated from named account portfolio — quarterly target agreed with Commercial Director
- Net revenue retention across named accounts — target above 110%
- Renewal conversion rate and average contract value on renewals owned
- Joint Impact Plans active across the portfolio

WHAT GOOD LOOKS LIKE

A year into the role, a strong Enterprise Account Lead will have built genuine director-level relationships across the portfolio, with named contacts who engage proactively ahead of renewals. They will have converted material expansion opportunities and will have Joint Impact Plans active on every account they own. Renewals will be longer, higher-value, and harder for customers to treat as a commodity negotiation.

The Customer Success Managers will have a clear commercial counterpart to escalate conversations to. The product team will be receiving structured, commercially-grounded intelligence about what customers value and what they will pay for.

WHAT WE ARE LOOKING FOR

A proven track record of commercial success in a complex B2B environment, ideally in logistics, transport, supply chain, or software serving those sectors. Comfortable at director and C-suite level with large, operationally sophisticated businesses, and able to understand how software creates measurable operational value rather than just describing its features.

Experience of structured account development methodology and value-based selling is important. Familiarity with the intermodal container logistics sector, including the commercial relationships between hauliers, shipping lines, and rail operators, is a significant advantage.

This is a long-game role. The ideal candidate has the patience and strategic instinct to develop multi-year account relationships, combined with the commercial drive to convert those relationships into revenue.

ROLE BOUNDARIES

The Enterprise Account Lead does not manage the Customer Success Managers and does not carry responsibility for customer health, adoption, or support escalation. Those sit with the Customer Success Delivery Lead and the Customer Success Managers. New logo acquisition sits with the Sales team. Pricing policy sits with the Commercial Director.

The three-in-a-box model means the Customer Success Manager leads the quarterly review and the Enterprise Account Lead attends the commercial portion. On the most significant accounts, the Enterprise Account Lead works alongside the Commercial Director rather than replacing them at executive level.

Reports to	Commercial Director
Department	Commercial
Location	Ipswich (hybrid) – regular travel to key accounts required
Contract	Permanent, full-time
Salary	Competitive base plus commission – OTE to be confirmed