

Role Profile

Job Title: National Account Manager
Department: Sales
Reports To: Sales Director
Ref: Ref-015, V2 – 08 Jul 2019

Role Overview

The Account Manager is responsible for managing a mix of UK retail customers.

Main Duties

Responsible for the day to day commercial management of the customer account & the development of profitable sustainable growth in volume and value in line with Monaghan strategy.

- Gain a comprehensive understanding of the customer's business and to develop strong relationships with the commercial team, to drive and deliver the Category Plan that dovetails with needs in line with volume and margin targets.
- Understand robust sales data and KPI analysis and communicate findings to the wider team to support good decision making in terms of promotional / category plans and business improvement initiatives.
- Leading cross functional teams to deliver business development initiatives to customers

This is not an exhaustive list and is subject to change and amendment.

Competencies to perform the role

- Day to day management of customer needs to ensure that the customer receives a professional and efficient approach in all circumstances
- Take the lead as required in account development, sales presentations and commercial negotiations
- Maintain a positive commercial relationship with customers ensuring effective communication, shared expectations and high levels of confidence on both sides
- Top line promotion planning 12 months ahead, with detailed monitoring and promotional analysis on a weekly basis to understand success
- Drive the category forward with clear planning and execution in a timely manner
- Plan strategically for further growth, anticipating market trends, customer requirements and new sales opportunities
- Volume is a key driver within the business, seasonal planning, seasonal uplift is part of the planning role of this job
- Annual budget planning for the business, reviewing on a monthly basis
- A good team player and communicator at all levels
- Ability to work effectively with cross functional business teams a must

Experience and Qualifications

- Understanding and knowledge of the UK retail market

- Business / marketing degree or equivalent
- A good understanding of numbers, analytical and able to demonstrate interpretation of numbers
- A strong confident communicator who can present internally and externally
- Experience working with UK Retailers in chilled, fresh, own-label FMCG environment

Other significant role requirements

- Job is located at the [Whitley Site]/[Tyholland Head Office]
- Some travel to other Monaghan Group sites will be necessary
- Travel to customers on a regular basis will be necessary with overnight stay
- Participating in team rota to provide sales cover 7 days per week which will include weekend cover, Christmas cover and holiday cover
- The above accountabilities are not exhaustive and you may be required at the Company's discretion to undertake other duties from time to time
- A full driving license is essential

Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people
2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact