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|---------------------|------------------------------------------------------------|
| Job Title           | National Account Manager (Private Sector)                  |
| Business Unit       | IMS                                                        |
| Department.         | Sales                                                      |
| Location            | TBC                                                        |
| Reports to (direct) | Keren Woodward, Head of National Accounts (Private Sector) |

## MAIN PURPOSE OF JOB

Responsible for protecting, retaining, and expanding a designated portfolio of national accounts through strategic relationship management, proactive account development, and delivery of exceptional customer service.

## KEY RESPONSIBILITIES

- **Revenue Ownership & Growth**
  - Take full ownership of set revenue targets and proactively seek opportunities to grow business within the designated account portfolio.
  - Identify revenue projection gaps early and implement effective “catch-up” plans to meet targets.
- **Customer Engagement & Relationship Management**
  - Conduct regular, outcome-driven meetings with customers to strengthen relationships and uncover new opportunities.
  - Maintain an accurate and up-to-date record of customer interactions and relationship status using Maximizer CRM.
- **Cross-Selling & Business Development**
  - Identify and promote relevant products and services from across the Restore Group to existing customers.
  - Write compelling proposals and contribute to complex tender processes to secure new business.
- **Strategic Planning & Execution**
  - Ensure effective calendar and territory management to maximize productivity and minimize downtime.
  - Present tailored solutions to key stakeholders, demonstrating a deep understanding of customer processes and business needs.
- **Reporting & Forecasting**
  - Provide monthly reports using Maximizer CRM, including:
  - Activity breakdown (appointments by account and prospect)
  - Pipeline status
  - Actual revenue vs. target revenue
  - Forecast updates
  - Share insights and updates with the Head of National Accounts to support strategic decision-making.

The above is not an exhaustive list but an outline of your duties. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

## SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Proven ability to drive results through cross-sell and up-sell opportunities within existing accounts
- Strong pipeline development skills, with experience in long sales cycles (6–12 months)
- Strategic thinker with experience in winning large contracts and project-based sales
- Demonstrated excellence in customer service and account retention
- Effective problem-solving and decision-making capabilities
- Strong communication skills across internal and external stakeholders
- Accurate reporting, data analysis, and project management skills
- In-depth understanding of commercial business processes, drivers, and challenges
- Skilled in building and maintaining senior-level customer relationships
- Collaborative team player with cross-functional stakeholder engagement experience
- Track record of consistently achieving and exceeding sales targets
- Proficient in Excel, including advanced functions, PivotTables, and handling large datasets
- Commercially aware, actively contributes to business planning and profitability

## OTHER INFORMATION

- You may be required to stay away from home from time to time
- A full driving licence is essential

## COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

### APPROVALS:

#### Line Manager

Name: .....

Signature:.....

Date:.....

#### Post Holder

Name: .....

Signature:.....

Date:.....

The company reserves the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People

Services Team via the Helpdesk by raising a query using the following link

<https://peopleserviceshelpdesk.restoreplc.com>