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| **Job Title** | Director / Head of Account Management - TBC |
| **Business Unit** | RHG |
| **Department.** | Sales |
| **Location** | Nationwide |
| **Reports to (direct)** | TBC |

###### MAIN PURPOSE OF JOB

To lead the strategic development of Restore’s top 20 national customer accounts, ensuring value is both delivered and perceived while maximising account potential through alignment, influence, and executive engagement. This role complements operational account management by owning the overarching strategic relationship, ensuring customer satisfaction, retention, and long-term growth.

###### KEY TASKS

1. **To develop and own strategic account plans** for the top 20 customers across the business, identifying opportunities for increased value and influence.
2. **To act as the executive point of contact** for strategic customers, establishing long-term relationships and ensuring a consistent, high-value experience.
3. **To lead cross-functional alignment** across internal departments and business units to ensure delivery of cohesive, high-quality service that meets strategic customer needs.
4. **To define and deliver a value realisation strategy**, ensuring customers understand and appreciate the outcomes and benefits of partnering with Restore.
5. **To partner with Account Managers**, supporting and coaching them in uncovering deeper customer needs and enhancing commercial outcomes.
6. **To drive growth in strategic accounts**, through proactive identification of white space opportunities, customer innovation roadmaps, and solutions to unmet needs.
7. **To act as a customer advocate**, ensuring internal priorities reflect customer strategic interests while balancing Restore’s commercial goals.
8. **To support internal stakeholders** by providing insight into account health, opportunity risk, and growth plans, with regular reporting to the Commercial Director and Exec.
9. **To collaborate with Marketing and ESG teams**, promoting Restore’s purpose, values, and impact as differentiators in account development.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

1. Demonstrable success in a senior-level strategic account management or client director role, ideally across complex national customer landscapes.
2. Proven ability to create and deliver executive-level account development plans and influence C-suite stakeholders.
3. Strong commercial acumen, with the ability to identify, quantify, and unlock value for both the customer and Restore.
4. Excellent interpersonal and communication skills; emotionally intelligent and able to influence without authority.
5. Experience working in or alongside consultative sales environments, ideally in services-based or B2B sectors.
6. Skilled in cross-functional collaboration, project leadership and stakeholder alignment.
7. Strong understanding of customer journey mapping, voice of the customer, and value creation methodologies.
8. Confident in working with CRM tools, account analytics, and pipeline tracking systems.
9. A strategic thinker with a proactive, results-driven approach and a commitment to continual improvement.

\*\*\* 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.

**OTHER INFORMATION**

1. Travel across the UK is expected in line with account engagement plans.
2. From time to time, flexibility to attend executive customer meetings or events outside of core business hours may be required.

**COMPLIANCE RESPONSIBILITIES**

1. Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
2. 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.

**DECISION MAKING AUTHORITY AND CONTROL**

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| --- | --- |
| 1. Inline with Decision Authority Matrix

**APPROVALS:****Line Manager** Name: ………………………………………………...Signature:……………………………………Date:…………………………………………… | **Post Holder**Name: ……………………………..………………………..Signature:…………………………………………Date:……………………………………………… |

**NOTE: Please ensure that sections in red font are completed or deleted as applicable. Further guidance or advice can be obtained from your local People Team.**

**The company reserve 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://peopleservices.restoreplc.com/support/tickets/new**](https://peopleservices.restoreplc.com/support/tickets/new) **.**