

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

MAIN PURPOSE OF JOB

To protect, retain and grow a designated portfolio of national accounts

KEY TASKS

- Take ownership and be accountable for set revenue targets and actively seek out ideas and opportunities to increase business within the designated portfolio.
- Conduct regular and effective customer meetings to agreed outcomes
- Identify opportunities to promote additional Restore group products
- Maintain an accurate reflection of the customer relationship using Maximiser CRM
- Identify revenue projection gaps early and ability to implement effective "catch up" plans
- Ensure effective calendar management, maximizing personal effectiveness and minimizing
- down time.
- Write proposals and be involved with complex tenders
- Present solutions to key stakeholders, understand customer process and specific business
- needs
- Monthly reporting to be taken from Maximizer (CRM) and to update Head of National
- Accounts on the following: Activity (appointments, split out by accounts and prospects)
- Pipeline. Actual revenue v Target Revenue, Forecast

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

- Excellent customer-facing skills, able to communicate effectively at senior level
- Highly motivated to deliver results sourced from cross-sale opportunities within the account base
- Hardworking and resilient work ethic to grow a pipeline that often takes 6 to 12 months to close
- Demonstrable understanding of how to construct individual strategy to both retain and win large contract / project wins that will meet / exceed budgets
- Actively involved in business planning and shaping the way this role can be fully profitable
- with your line manager
- Demonstrate customer excellence to help protect and retain accounts
- Ability to resolve problems swiftly
- Communicate effectively with other stakeholders in the business
- Accurate reporting, project management and data analysis skills.

- A positive person that enjoys their job
- Enjoys and feels part of a successful team
- Competent in the use of Excel. Ability to perform complex tasks such as data analysis, sorting, and the use of lookup functions, handle large datasets, perform advanced calculations, and utilise tools such as PivotTables and advanced formulas.

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 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://peopleserviceshelpdesk.restoreplc.com>