

<b>Job Title</b>	National Account Manager
<b>Department.</b>	Sales
<b>Location</b>	Home based with National Coverage
<b>Reports to (direct)</b>	Keren Lester, Head of National Accounts

## MAIN PURPOSE OF JOB

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

## KEY TASKS

- Provide accurate MI to key accounts
- Maintain an accurate reflection of the customer relationship using Maximiser CRM
- Identify revenue projection gaps early and ability to implement effective “catch up” plans
- Identify opportunities to promote additional Restore group products
- Ensure effective calendar management maximizing personal effectiveness and minimizing down time.
- Conduct regular and effective customer meetings to agreed outcomes
- Take ownership and be accountable of set revenue targets and actively seek out ideas and opportunities to increase business within the designated portfolio.
- 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, Forecasts

## SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Excellent customer facing skills, able to communicate effectively at senior level
- Highly motivated to deliver results sourced from cross sell opportunities within the account base
- Hard working and resilient work ethic to grow a pipeline that often takes 6 to 12 months to close
- Understanding on 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

\*\*\* 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.

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**OTHER INFORMATION**

You may be required to stay away from home from time to time.

**COMPLIANCE RESPONSIBILITIES**

- Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery 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**

**Post Holder**

Name:  
.....  
Signature:.....  
Date:.....

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 Human Resources.**

**The company reserve the right to amend or update this Job Description as the demands of the business develop.**

**Signed Job Description are to be returned to the HR Department and will be used as part of the Appraisal process**

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