



## **JOB DESCRIPTION**

<b>Job Title</b>	<b>Account Director</b>
<b>Department</b>	<b>National Accounts - Catering</b>
<b>Location</b>	<b>Field based</b>

### **Overview of role**

The Account Director will have overall accountability for one of the largest on-trade pub businesses. The role will work with key stakeholders internally at E&C and externally to deliver first class ranging, distribution and category growth.

The Account Director role is home-based, but there is a requirement to come to Enotria House on a regular basis and visit the customer's Head Office in Birmingham on a need must basis. The role will report to the Director of Sales – Catering.

The Account Director will

- Manage different formats/brands within one group to a high level of customer-focused obsession.
- Review the business performance and ensure delivery of KPI's and key financial targets in line with management and performance reporting.
- Demonstrate commercial value and capability in delivering against the contract.
- Be at the forefront of living the Enotria values and being a mentor for key E&C category A accounts.

### **Duties & responsibilities**

- Oversee the management and delivery of a £30m+ contract.
- Build and develop strategic customer relationships enabling a cohesive and successful partnership that delivers and drives growth.
- Carefully and consistently monitor KPI's and financial performance targets identifying any issues or potential opportunities to improve the success of the contract.
- Manage key stakeholders in order to meet delivery and margin targets effectively.
- Build and cross functionally work with internal teams and resource to ensure that the customer requirements are met and understood through value-add teams such as Marketing, Graphic Design, Sales Support.
- Provide operational insight alongside strategic marketing to grow sales and deliver customer satisfaction.
- Responsible for liaising with the Buying team to ensure that the portfolio is reviewed and meets customer needs, making recommendations for changes as and when appropriate.
- Liaise with operational teams and supply chain management to ensure operational targets are adhered to.
- Ensure that product knowledge training is identified and delivered to the customer through the National Account Executives or the Wine Training team (as appropriate).



- Act as the point of escalation of any performance or operational issues and proactively seek to ensure service and performance targets are met, or exceeded.
- Report financial and performance information to the ELT as and when appropriate.
- Act as E&C's strategic partner to the client; conducting client reviews; agreeing and reviewing the implementation of strategic and general action plans to maintain the smooth running of the contract.

## Person Specification

<p>Knowledge, Experience, Qualifications and Training</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• 5+ years' experience of Account Management in the drinks trade</li> <li>• Experience of managing customers in high pressured environments</li> <li>• WSET Level 3 qualification</li> <li>• Working with over £1m margin contribution account or account base</li> <li>• Strong pricing change experience and brand owner knowledge</li> <li>• Clean drivers' license</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Understanding of the Pub &amp; Experience led sector</li> <li>• Proven ability to challenge the status quo</li> <li>• 3 consecutive years of delivering year on year margin growth</li> <li>• Strategic long-term contract retention experience</li> </ul>
<p>Skills/ Abilities</p>	<ul style="list-style-type: none"> <li>• Displays gravitas and confidence, charismatically</li> <li>• Excellent communication and interpersonal skills</li> <li>• Collaborative working style</li> <li>• Outstanding relationship building skills</li> <li>• Strong commercial and analytical capability</li> <li>• Exceptional attention to detail particularly with accuracy and numeracy</li> <li>• Demonstrates strong initiative and a pro-active approach</li> <li>• Able to prioritise individual workload</li> <li>• Efficient and achieves at pace; calm approach and not easily phased</li> <li>• Sound decision maker</li> </ul>