



JOB DESCRIPTION

Job Title **Senior National Account Manager**

Department **National Accounts**

Location **Field Sales**

Overview of role

The Senior National Account Manager will have overall accountability for 2 Multiple Grocers accounts and a convenience one. The role will work with key stakeholders internally at E&C and externally to deliver first class ranging, distribution and category growth.

The Senior National Account Manager will be responsible for managing our relationship with the Account, Wine Buyers, Marketing Managers and Logistics contacts to a high level of customer-focused obsession.

The role will also need to review the business performance and ensure delivery of KPI's and key financial targets in line with agreement goals, as-well as demonstrate an adapted approach and astute at priority management.

The Senior National Account Manager will be at the forefront of living the Enotria values and being a mentor for key E&C category A accounts.

The location for the role is home-based, but there is a requirement to come to Enotria House on a regular basis to influence and build relationship internally.

Duties & responsibilities

- Oversee the management of Key Grocery Customers
- 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 to meet delivery and volume targets effectively.
- Build and cross functionally work with internal teams and resource to ensure that the customer requirements are met.
- 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.
- 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 E&C Leadership team 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>Essential</p> <ul style="list-style-type: none"> • 5+ years' experience of Account Management in the drinks trade • Experience of managing customers in high pressured environments • WSET Level 3 qualification • Experience working on large multi-faceted national accounts • Strong Excel skills and pricing change experience • Knowledge of ex-cellar and UK-pack ordering • Clean drivers' license <p>Desirable</p> <ul style="list-style-type: none"> • Prior work in the Multiple Grocers and / Or the Convenience Channel • Proven ability and willingness to challenge the status quo • 2 consecutive years of delivering year on year margin growth • Strategic long-term contract retention experience
<p>Skills/ Abilities</p>	<ul style="list-style-type: none"> • Displays gravitas and confidence, charismatically • Excellent communication and interpersonal skills • Collaborative working style • Outstanding relationship building skills • Strong commercial and analytical capability • Exceptional attention to detail particularly with accuracy and numeracy • Demonstrates strong initiative and a pro-active approach • Able to prioritise individual workload effectively • Efficient and achieves at pace; calm approach and not easily phased • Sound decision maker