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| Job title | Commercial Manager | Date | 25/3/24 |
| Business |  | | |
| Department | Commercial | | |
| Home Based | Various | | |
| ROLE SUMMARY (main purpose) | | | |
| The candidate will be responsible for managing key customer accounts, creating and implementing strategic account plans to increase sales and revenue with both existing and new customers.  The chosen candidate will need to have excellent communication and negotiation skills and possess a strong ability to collaborate and build relationships with customers and internal teams. | | | |
| REPORTING STRUCTURE | | | |
| Reports to |  | | |
| Direct & indirect reports |  | | |
| Key internal stakeholders | Finance, NPD, Operations | | |
| Key external stakeholders | Customers, Suppliers | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Develop and maintain strong working relationships with key accounts to identify and influence business opportunities. * Build and execute strategic account plans to achieve category objectives and sales targets. * Analyze market trends and customer data to identify growth opportunities and execute on initiatives that drive revenue growth. * Communicate regularly with customers to identify and address any concerns or issues while providing excellent customer service. * Collaborate cross-functionally with internal teams such as product development, marketing, and finance to ensure the smooth execution of initiatives and projects. * Monitor and report on sales performance, identifying areas for improvement and recommending appropriate actions. * Attend tradeshows and industry events to represent the company and stay up to date with market trends and competition. | | | |
| QUALIFICATIONS, EXPERIENCE, SKILLS / KNOWLEDGE | | | |
| Qualifications | N/A | | |
| Experience | * Proven experience in managing key accounts and achieving sales budgets * Retail and manufacturing background * Brand and own label experience | | |
| Skills/ Knowledge | * Excellent communication and negotiation skills * Ability to analyze market data and develop strategic plans to increase sales revenue * Strong organizational and project management skills * Ability to establish strong working relationships with customers and internal teams | | |
| PERSONAL ATTRIBUTES & BEHAVIOURS | | | |
| * Can do positive attitude * Take personal responsibility * Resilience * Results driven * Pace, pride and passion | | | |
| COMPETENCIES FOR SUCCESS | | | |
| Competency | Descriptors | | |
| Values People | Demonstrates the belief that people are the most important asset and central to the success of the organization. Everybody should be treated with dignity and respect at all times. | | |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success | | |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and federalism | | |
| Flexibility and Adaptability | The ability to change and adapt our own behaviour or work procedures when there is a change in the work environment, for example, as a result of changing customer needs | | |
| Initiative and Taking Ownership | Steps up to take on personal responsibility and accountability for tasks and  actions in line with PQP and Federalism. | | |