Role and responsibilities

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| Identity |

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| **Position title** | Corporate Account Director |
| **Date** | January 2016 |
| **Line Manager title** | Head of Corporate Account Management |
| **Grade** | 7 |

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| Purpose |

(the ‘why’ of the position, within which limits and according to what objectives)

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| **Why** | To improve revenue and profitability of their allocated Corporate Account portfolio of circa £4m+. Responsible for the customers of their account manager(s) as well as their own.Develop customer specific action plans to deliver an ‘Over & Above’ customer service.Responsible for identifying opportunities to drive customers through the ‘Circular Solutions’ process.To take a proactive role to ensure the quality of sale and service delivery for corporate account customers. |
| **Within** | The limits of authorisation laid down by the company Policies and Procedures |
| **According to** | The targets set out by the Head of Customer Insight (reflecting SUEZ’s overall strategic objectives) |

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| Key stakeholder interaction network |

Head of Corp. Acc. Managem.

Corp Acc Managers/Execs

Corp Helpdesk, Cust Insight +Reporting

HR, Payroll, Comms, Billing, Mobilisation, MIS

Corporate Development, Transformation, I&C Logistics, Processing

External Product Chain

UK Buyers

Non UK Buyers

Corporate Account Customers

Trading Division

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| Ideal candidate experience |

Background/Experience: Minimum of 5 years experience managing corporate level £1m+ accounts (portfolio of £4m+) along with line management experience.

Previous experience: Exposure to a business to business (e.g. manufacturing, logistics, and facilities management) environment is essential. Knowledge of UK waste and resource industry would be desirable.

Business understanding: Strong financial/commercial understanding with a track record of successfully managing high value £1m+ accounts. Ability to translate customer needs into actionable business plans.

Compliance: Understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment.

Customers (Internal & External): Experience of managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profits. Experience of influencing multiple stakeholders in a challenging environment.

Networking: Ability to identify key stakeholders and develop strong professional relationships (internally and externally).

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| Area one |

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| **Details** | **Delivery measure** |
| * Responsible for analysing and identifying opportunities to progress customers (within their team’s portfolio) against their strategic/circular solutions objectives. Find opportunities to engage the transformational specialists.
* Analysing customer needs to ensure that accounts are receiving the correct level of support to meet their needs i.e. Director/Manager/Executive.
* To design, deliver and manage customer education/awareness programme for customers.
* To create customer stakeholder maps for each customer, strategically developing relationships with key influencers and decision makers to ensure we understand the drivers to retain and grow their business.
* To be the escalation point for the Corporate Account Managers/Executives to provide a quick and fair resolution to customer queries.
* To analyse Over & Above customer feedback and to develop continuous improvement action plans.
* Ensure new customer (mobilisation) process is open and transparent to ensure positive customer experience and creation of Trust.
* To collaborate with customer service, customer insight and reporting team members to continually improve our offer to the customer.
 | Circular Solutions Metrics, Over & Above and P&L |
| In order to | meet customer desires  |

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| Area two - Business strategy formulation and implementation |

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| **Details** | **Delivery measure** |
| * Identify opportunities across their team’s portfolio to progress against customer/circular solutions objectives and to develop an action plan for delivery.
* To facilitate Circular Solutions projects, providing a link between the customer and the Transformation team.
 | Customer action plan KPIs |
| In order to | have a clear vision and action plan for the development of the business |

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| Area three - Profitability |

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| **Details** | **Delivery measure** |
| * To undertake portfolio analysis to ensure that each customer with their team’s customers achieve profitability targets.
* To ensure that customer action plans deliver an improved level of profitability to the business.
* Consistently monitor the quality of sale and margin through customer life cycle (together with customer insight and corporate development).
* Ensure margin integrity is inline with expectations; undertake re-negotiations with customer and internal stakeholders if operations/client behaviour is required to maximise value.
* To ensure that all financial related aspects of the account (invoice queries, outstanding debt, rebates) are managed effectively.
* To ensure that rebates are administered correctly for their customer portfolio.
 | P&L |
| In order to | achieve financial targets and other KPIs |

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| Area four - Customer (Internal) |

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| **Details** | **Delivery measure** |
| * Influence and persuade logistics, processing and business support colleagues to take corrective actions to meet the needs of corporate customers. Key relationships with RBMs and SDMs.
* To ensure a smooth implementation of new business with Corporate Business Development, mobilisation and all key stakeholders.
* To understand and communicate contractual obligations of corporate customers to key stakeholders.
* To liaise with the CREs and Analysts to ensure accuracy of data and to identify opportunities for improvement.
* To understand and communicate contractual obligations of corporate customers to key stakeholders.
 | Over & Above |
| In order to | maximise co-operation |

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| Area five - People |

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| **Details** | **Delivery measure** |
| * To provide line management and mentoring support to the Customer Account Managers to ensure they are adapting to the new responsibilities of the role.
* To be an ambassador for Usay and to proactively work to improve employee engagement within the team.
* To ensure that Personal Development Discussions for direct reports are undertaken and that the team’s training requirements are fulfilled (where applicable).
* To be a role model for the broader account management team, specifically in supporting the Corporate Account Executive team in developing efficient processes.
 | Usay |
| In order to | engage and develop team and self |

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| Area six - Legislative Compliance |

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| **Details** | **Delivery measure** |
| * To ensure that the company is providing a compliant service and that all documentation is kept up to date.
* Responsible for informing customers how new legislation will impact their business (together with the environmental and communications teams).
 | Customer KPIs and Over & Above |
| In order to | protect our customers, our employees, the environment and the company reputation |

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| Area seven - Company Ambassador |

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| **Details** | **Delivery measure** |
| * To be the face of SUEZ for allocated accounts, displaying a proactive, positive and organised approach to account management.
* To lead customer review meetings for all accounts within portfolio.
 | Over & Above |
| In order to | represent the company in a professional manner at all times |

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| Please note |

1. In line with our Values and Ethics Charter, the job holder is expected to:

Act in an honest, responsible and respectful manner to others.

Be responsible for their own professional conduct.

Comply everywhere and in all circumstances with the laws and regulations connected with their activities.

Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.

Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.

1. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.