

job description



Position title	Regional Head of Accounts
Date	April 2024
Line Manager title	General Manager I&C
Grade	6

Purpose

To improve revenue and profitability on managed account portfolio across I&C Region including Multi Regional accounts managed within the region. Responsible for the customers of their account manager(s) as well as their own.

Manage the regions Key Account team with a focus on developing people and their accounts.

Develop customer specific action plans to deliver an 'Over & Above' customer service. Responsible for identifying opportunities to drive customers through the 'Circular Solutions' process.

Ensure Suez Triple bottom line principles are used in all customer activities promoting each aspect.

To retain business in region and recognise through life cycle of contract risk points and proactive extend contracts and stop churn from occurring.

Key responsibilities

- 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 Key Account Directors/Managers/Executives to provide a quick and fair resolution to customer queries.

- To analyse 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.
- Working with Hub manager recognise development account opportunities for growth and fluidity in account managers portfolio.
- To undertake portfolio analysis to ensure that each customer with their team's customers achieve profitability and growth targets.
- To ensure that customer action plans deliver an improved level of profitability to the business.
- Ensure margin integrity is in line 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 a smooth implementation of new business with Business Development, mobilisation and all key stakeholders.
- To liaise with the analysts to ensure accuracy of data and to identify opportunities for improvement.
- Record all Sustainability and social value offerings and activities so each Account manager is delivering on this every month.

Skills

- Team Management and to be able to demonstrate success of developing people.
- To lead customer review meetings for all accounts within portfolio.
- Influence and persuade key stakeholders from across business units to take corrective actions to meet the needs of corporate customers. Key relationships with Head of Sales, Hub Manager and SDMs.
- Recognise account opportunities for develop within hub accounts which could be moved and developed through account management team.
- Identify opportunities across their team's portfolio to progress against customer/circular solutions objectives and to develop an action plan for delivery.
- To ensure that rebates are administered correctly for their customer portfolio.
- To design, deliver and manage customer education/awareness programme for customers.
- Consistently monitor the quality of sale and margin through customer life cycle (together with customer insight and corporate development).
- Use Salesforce, SMART, Customer Portal for all metrics
- To ensure that Personal Development Discussions for direct reports are undertaken and that the team's training requirements are fulfilled (where applicable).

Behaviours

- To provide line management and mentoring support to the KAD's, KAM's and KAE teams to ensure they are adapting to the new responsibilities of the role.
- To be the face of SUEZ for allocated accounts, displaying a proactive, positive and organised approach to account management.
- To be a role model for the broader account management team, specifically in supporting the team in developing efficient processes.
- To be an ambassador for Pulse and to proactively work to improve employee engagement within the team.
- Ensuring full use of Salesforce for all activities.
- To ensure that the company is providing a compliant service and that all documentation is kept up to date.
- Ensure Social value and Sustainability principles are used across all accounts, Working with internal and external customers.

Knowledge

- Responsible for informing customers how new legislation will impact their business (together with the environmental and communications teams).
- To understand and communicate contractual obligations of corporate customers to key stakeholders.
- To understand and communicate contractual obligations of major customers to key stakeholders.

Specific candidate requirements

- Proven Track record of managing team of Account managers.
- People Development – Experience of developing people
- Experience in Bidding for new and retention of work.
- Ability to present to stakeholders at all levels
- Understanding of current and future legislation
- Experience managing accounts across all business sectors with a high value of spend.

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