

Role: Account Manager
Department: Commercial Operations
Salary: From £31,000 per annum
Responsible to: Commercial Operations Manager

Job Purpose:

To manage a portfolio of existing mid-level key accounts within an assigned region to ensure high levels of customer loyalty and retention, increased customer spend through additional sales and improved customer satisfaction. Support income growth of Cantium and feed into the development of service offers to meet changing customer requirements

Main duties and responsibilities:

- Responsible for the developing relationships with mid-level key accounts to deliver high quality customer service; build customer loyalty and identify future needs and opportunities to grow accounts.
- Responsible for completing and managing account plans for each customer within an assigned region and providing regular updates on performance and opportunities to the Commercial Operations Manager. Actively work with relevant Cantium colleagues in operation teams to ensure that account plans are regularly reviewed and validated.
- Responsible for liaising with delivery teams to support with the management of any risks or impacts to the quality measures of the service as feedback by clients. Escalate any risks to the Commercial Operations Manager for support.
- Act as the key interface between the customer and Cantium services representing the entire range of company products and services to assigned customers and ensuring these customers' needs and expectations are met by Cantium.
- Work with Commercial Operations Manager support to assess and validate customers' needs on a regular basis to identify growth opportunities for own portfolio through active engagement with relevant customer contacts.
- Support with the development of customer insight through Sector Leads to inform how services are developed and delivered to new and existing clients based on customer requirements.
- Develop internal stakeholder relationships supporting sustainable delivery of service, ensuring excellent customer service, appropriate communication methods that are in line with stakeholder strategies and policies.
- Work with colleagues in sales and marketing and on-boarding teams to ensure a seamless customer experience every time.

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Cyber Security and Risk Management responsibilities

- All members of the Cantium Executive and Operational Committees are accountable for ensuring the safety and integrity of the data held and processed across their specific service tower.
- It is your responsibility to ensure all security measures are implemented appropriately within your specific area, in addition to ensuring that all relevant processes and procedures are reviewed on a continual basis to comply with both Cantium policy and standards set by the ISO 27001, Cyber Essentials Plus and other standards as applicable.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent professional qualification and/or experience. • Relevant professional background and proven credibility in the field.
Experience	<ul style="list-style-type: none"> • Experience of managing high volume / high value customer relationships in a large, multi-service organisation. • Account management experience with experience of understanding customer spend and methods of growing customer loyalty. • Experience of working with people at all levels. • Good understanding of the political environment within local government. • Experience of building and sustaining commercial relationships with private sector partners or suppliers, with an understanding of some of the risks involved. • An understanding the financial management of accounts including cost and profitability.
Skills & Abilities	<ul style="list-style-type: none"> • Ability to develop high profile, influential and collaborative relationships with a variety of stakeholders. • Strong problem solving and analytical skills. • Able to solve problems and realise opportunities to develop customer service excellence. • Strong communication and presentation skills • Ability to work as part of a team and to work collaboratively. • Ability to negotiate with persuasion and credibility.

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	<ul style="list-style-type: none"> • Commercially aware, astute and proactive in developing ideas and solutions.
Knowledge	<ul style="list-style-type: none"> • An understanding of the issues driving both customer and competitors in the public and private sector. • An understanding of the main strategic issues of key customers with the ability to source solutions to meet evolving requirements. • Knowledgeable in all areas of the services provided by the Cantium. • Knowledge of Data Protection and confidentiality issues. • Have an awareness of and work within national legislation and KCC policies and procedures relating to Health and Safety.

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