

Campden BRI (Chipping Campden) Limited

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Campden BRI (Nutfield)

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Job Profile

Account Manager Sales & Account Management Department Chipping Campden

For enquiries concerning this job, please contact:

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Campden BRI is a membership organisation which was established in 1919 and has long been a trusted partner to the food and drink industry providing the practical scientific, technical, analytical and advisory services needed to ensure product safety and quality, process efficiency and product and process innovation.

The company's vision is to be the trusted, premier, independent technical partner of choice to the food and drink industries. The company provides a broad portfolio of services to 2,400 member companies in 75 countries from all parts of the food chain and beyond. Member companies include the top 10 UK retailers, the top 16 global food and drink manufacturers with many of the world's biggest brands. Campden BRI also collaborates closely with universities, trade associations and other organisations. The company generated revenue of circa £23m in 2019.

The company currently employs approximately 300 people across three UK sites in Chipping Campden (Head Office), Leamington Spa (consumer research centre) and Nutfield (brewing technology and regulatory affairs), plus a stand-alone business in Hungary.

Campden BRI's services are underpinned by a vigorous programme of research and innovation, promoted through extensive knowledge management activities. The company's services, which fall within the Consulting and Analytical Services Operating Units, can be loosely categorised under four pillars:

- **Analysis and testing** - microbiological, chemical, physical and sensory analytical services - helping to ensure safety and optimise product quality.
- **Operational support** - helping companies 'do the day job'. Troubleshooting manufacturing problems - ingredients, processing, packaging, advising on hygienic design and maintenance, supporting implementation of systems such as HACCP and risk management, and helping with product development.
- **Research and Innovation** – industrially relevant research chosen and funded by members, as well as work for Government departments and agencies.
- **Knowledge Management** - industrial best practice guideline publications, a wide range of training courses, seminars and conferences, as well as expert technical and legislation information and advice.

Campden BRI's facilities include:

- 3,000 sq. m of laboratories with state-of-the-art equipment for microbiology, hygiene, chemistry, biochemistry, molecular biology, brewing and cereal science, sensory and consumer studies and packaging technology.
- 3,500 sq. m of food process hall and pilot plant facilities, including malting and brewing, heat processing, chilling, milling, baking, hygiene and packaging.
- 800 sq. m of dedicated training and conference facilities.

Campden BRI has long relied on its historic reputation in the food and drink industry and its access to thousands of contacts in its membership database. For many years, work came in from European Union and government agency contracts, but the market is changing and it's now necessary to be more assertive in making sure the target market knows about the company and its service offering. There is a very clear need to be more active with the food and drink industry and to promote capabilities and services in a more engaging way.

Department

As a membership-based organisation, Campden BRI has never had what could be called a 'proper' sales organisation. Our new 3-year strategy places a new sales & account management team at the forefront of increasing productivity and profitability. Our selling needs to not only be in the hands of our scientists, who excel at delivering great scientific services, but enhanced and supported by experienced sales professionals.

Candidates will need to have a technical background (degree or experience of working in a technical environment) and a keen interest in the food and drink industry. An understanding of scientific processes would be advantageous to allow candidates to discuss our services with both our clients and our operational teams. Commercial awareness and financial understanding are key.

Account management will be fundamental to our growth and building multiple contacts across our Key Accounts will be important. Our Membership Team handle the day to day member interactions and will be close collaborators with the sales team. We have recently appointed an Account Coordinator who will coordinate CRM activities and help identify target accounts for development. The post holder will then lead on the development of allocated accounts (in close consultation with the Sales & Account Management Lead) to deepen the relationship and identify new business opportunities as well as delivering account management through regular client and cross-functional meetings both internally and with their key accounts.

Role & Duties

The post holder will report to the Sales & Account Management Lead and work as part of a small team with responsibility for growing Campden BRI's business in Science Consulting, Technology Consulting and Analytical Services through targeted campaigns, key account management, and focused approaches to clients based on market needs.

Main Duties

Create and deliver targeted revenue growth through sales & account development activities for Key Accounts and general business development opportunities in their portfolio through direct client contact and sales activity (60%)

Work closely with the Sales & Account Management Lead, Membership, Marketing and directly with technical experts and leads within the business to plan structured approaches to Key & Development Accounts allocated to you with a focus on the biggest revenue generating and highest growth potential clients opportunities (25%)

Maintain records of all account engagements through CRM and other management reporting as required (15%)

Knowledge, Skills & Experience

- A result orientated, self-starter with a commercial mindset who is able to prioritise activities in order to achieve targeted revenue growth
- Account management/sales, experience; 2+ years, ideally in a consultative, technical sales environment
- A natural team player with the ability to work unsupervised in a target orientated environment
- A confident communicator with the ability to work with people at all levels within work and client environments
- Capable of performing to a high standard in a collegiate management structure
- Experience of CRM systems and a willingness to support their use internally with comprehensive recording of all client activities
- Experience of selling to food industry clients and/or knowledge of and interest in the food & drink industries preferred
- Degree in science or technology or equivalent professional experience
- Full, clean driving license

Pay and benefits

Salary:	Guide £30-35K + depending upon experience + essential user car
Grade:	G3 (depending upon experience)
Holidays:	24 days plus public holidays and a buying/selling holiday scheme.
Pension scheme:	Campden BRI operates a pension scheme
Training:	Campden BRI is committed to ensure all staff receives appropriate training to support their job function and business needs.
Health:	Campden BRI operates a 'permanent health scheme' if you are unable to continue work for health reasons and a 'death in service' scheme.
Others:	Other benefits include subsidised restaurant/vending machine and parking on site.

Further Information

If further information is required, please visit our website www.campdenbri.co.uk