

Name

Department (and Section where appropriate): Sales and Marketing

Grade: 3

Job Title: Technical Sales and Account Executive

Immediate Line Manager (Job Title): Sales Lead

Job Purpose

The job holder will report to the Sales and 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 (including % of time spent)

Direct client contact and sales activity – 60%

Working closely with the Account Planning and Coordination Lead, Membership, Marketing and the Associate Directors (for Consulting and Analytical services) to plan structured approaches to our members with focus on the biggest spenders and highest growth potential clients (20%)

Supporting colleagues across the building to optimise income on business with non-members as well as members. (20%)

Knowledge, Skills & Experience

- Sales / account management experience; 2+ years, ideally in a food ingredients supplier or a services environment
- Experience of selling to food industry clients preferred Science background – probably a degree, HND or similar.
- Lab or factory experience would be an advantage.
- Commercial mindset.
- Knowledge of and interest in the food and/or drink industries and awareness of what matters to companies in these industries.
- Experience of CRM systems an advantage but if none, need to show willingness to support their use internally with comprehensive recording of all client activities. Must be willing to work within established processes.
- Driving license

KEY TASKS & RESPONSIBILITIES

Communications

- A good communicator in face-to-face, telephone, Teams (and similar) and written communication.
- A natural 'sharer' who will keep the sales team and relevant wider field of colleagues informed of progress with clients.
- Excellent listening skills
- Good record keeper.
- A persuasive communicator

2. Analytical Skills & Creativity

- Able to spot the opportunity even when the client (or technical colleagues) can't see it themselves. Able to explore the consequences and payoffs of solving client problems
- Able to balance longer term objectives and deliver against shorter term deadlines with variable notice periods.

3. Management of Activities

- Support the Sales and Account Management Lead in delivering sales growth.
- Comply and utilise policies and procedures as agreed within the department.
- Assist with the implementation of new processes and procedures within the team.
- Good time management, self-motivation, organisation and attention to detail are also essential qualities.

4. Management of People

Associate Director Marketing – Sales and Account Management Lead – **Job Holder**

No direct reports but must be able to exert influence in an extensive matrix network
Typically working with Account Planning & Coordination, Marketing, Operating unit staff, ADs et al.

5. Management of Finance & Resources

- Commercial mindset – able to assess whether a request or a proposal makes financial sense and able to understand the profitability of different services.

6. Autonomy & Accountability

- Taking direction and some supervision from the Sales and Account Management Lead, Account Planning and Coordination Lead and occasionally the AD Marketing but working with general autonomy for a significant proportion of the time.
- Contribute to corporate activities outside of departmental activities.
- Comply with company policies, procedures & regulations (H&S, Operating procedures and Quality standards).
- Values driven and ethical, able to achieve high levels of performance through collaboration.

7. Working Environment

Under normal (non Covid-19) circumstances, a mix of office and field-based work, perhaps 40:60 although this will be reviewed half-yearly until we better understand how the working environment of both Campden BRI and our clients evolves in response to the pandemic.

8. Other designated job roles (Please tick those applicable)

Quality Co-ordinator
Safety Co-ordinator
First Aider
First Aid Leader
Fire Officer
Fire Leader
Software Co-ordinator
Trained internal Auditor
Equipment Officer
Departmental Archivist
Hygiene Manager
Process Hall Manager
Event Director
Risk Assessor
Biological Safety Officer
Safety Representative
Safety Committee Member
Sample Receipt Steward
Authorised Driver (in line with Car Policy)

DSE User**Manual Handler****Signed & Dated**

Job Holder Date

Line Manager Date