**Role Description & Person Profile**

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| Job title: | Account Manager – H2S & PDH |
| Reports to: | Commercial Director |
| Location: | Home based and able to cover North of England, Humberside, East Anglia  |
| Direct & Indirect Reports: | Reports to Commercial Director  |
| Role Overview | To be the key lead and manage the relationship with our biggest strategic accounts – H2S and PDH.Key focus on H2S in the East, Humberside, and North regions, with oversight in the South West and on PDH. Take on a variety of projects from initial project scoping through to final delivery  |
| Key Responsibilities:  | * Key relationship manager with various stakeholders from H2S managers through to farm sites and area managers to ensure all processes from feed order through to delivery and on farm performance of the feed are fulfilled and in line with agreed KPI’s and standards.
* Be the interface between all the teams such as operations, raw materials, technical and customer support and when necessary, use experience and negotiation skills to find workable solutions when issues arise.
* Attend all customer meetings to ensure we are clear on customer requirements, any changes and how we continue to deliver to their needs as well as ensuring the customer is aware of products and services.
* Accurate forecasting with a clear understanding for reasons for any deviations.
* Clear account planning which includes involvement from relevant departments to deliver on goals and actions.
* Updated stakeholder engagement plans which are kept alive and active.
* Lead continuous improvement within the processes to streamline, add value and offer PIP opportunities.
* When required manage commercial projects, ensuring you can clearly demonstrate completion and value added from the projects.
* Proactively support the positive management of complaints to ensure that a resolution is reached by following internal procedures.
* Responsible for a good relationship with our 3rd party nutritionist and manage the interface with the customer and formulations
* Act as a champion for the monogastric sector and capitalise all opportunities to educate and develop other functions to ensure they develop a wider understanding and appreciation of the industry.
* Actively embed the ABN culture by acting as a role model and ensuring this is advocated across the ABN business.
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| Budget Responsibility: | * Both H2S & PDH volume in the North, Humberside, and East
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| **Person Profile/Knowledge** Experience, any formal qualifications and necessary keys areas of knowledge or experience. |
| **Essential** | **Desirable** |
| Proven experience of account management | Proven experience in a commercial position |
| Good knowledge of the agricultural industry with an understanding of monogastric key market drivers and competitor activity | Expert in all aspects of pricing, credit, and forecasting |
| Understanding of UK monogastric production and the supply chains to the customer | Fully competent in using AX |
| Understanding of how industry issues (welfare, economic, legislative etc) impact the customer | Exposure to B2C and B2B business propositions |
| Solid experience of business planning and driving improvements in performance | Proven experience of using advanced negotiation techniques to build and manage sustainable trading partnerships |
| Demonstrable experience of forging effective communication networks | Strong understanding of pricing and the variables that influence it, including raw material markets and matrix values |
| Experience of developing functional and cross functional expertise | Understanding of the partnerships and alliances required to deliver EBIT growth in the monogastric sector |
| Successfully completed the Feed Adviser Register (FAR) modules one or be prepared to complete it in the next 12mths | Demonstrates solid application of the Commercial Sales Competencies as set out in the Competent plus category |
| Basic IT skills, particularly in the use of Excel spreadsheets |  |
| **Key Behaviours** | * Some leadership skills with the ability to foster influential relationships at all levels, both internally and externally.
* Excellent communication, interpersonal and presentation skills with the ability to sell concepts in a compelling way at all levels up to MD.
* Solid understanding of business drivers with the ability to translate that knowledge to cohesive plans.
* Commitment to drive performance and risk management to optimise business delivery.
* Good commercial and financial acumen with the ability to prioritise business focus and resources.
* Willingness to challenge with clarity and insight.
* Well-developed analytical and problem-solving skills.
* Ability to lead cross functional initiatives that support the delivery of wider Compounds business goals.
* Willingness to support the positive management of complaints to ensure that a resolution is reached by following internal procedures.
* Commitment to advocate and embed the ABN culture.
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| **Other Factors**Travel, shift pattern, working hours, Licence type etc. | * Full driving licence that permits driving in the UK.
* The role will require variable working hours and national travel with overnight stays.
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