**Role Description & Person Profile**

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| Job title: | Account Manager – Pig Feed |
| Reports to: | Commercial Manager |
| Location: | Home based  |
| Direct & Indirect Reports: | Reports to Commercial Manager |
| Role Overview | The key elements of this role are to maintain relationships with existing customers and to grow and develop business within the UK pig industry. You will add value to both ABN and our pig customers ensuring that they receive the cost effective, efficient feeding solutions  |
| Key Responsibilities:  | * You will manage various stakeholders from business owners through to area and farm managers. Ensuring all processes from feed order through to delivery and on farm performance 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.
* Hold / attend all customer meetings to ensure we are clear on customer requirements, communicating any chances – these may be product specifications, performance targets or service levels.
* Accurate forecasting with a clear understanding for reasons for any deviations.
* Be responsible for pricing and account profitability
* 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 nutritionists and manage the interface with the customer and formulations
* To ensure that safety issues that are relevant to our point of delivery are addressed with customers and resolved amicably and promptly.

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| Budget Responsibility: | * Volume and profitability of your accounts including generation of new business
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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 / other business systems |
| 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 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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