

JOB DESCRIPTION**Department:** Field Sales**Job Title:** Contract Account Manager**Responsible to:** Contract Manager**Grade:** G**Purpose of Job:**

Our current contracts ensure over 40% of the company's business.

The role is the primary relationship management position for Wightman & Parrish and critical to the company meeting its strategic growth plans. As Contract Account Manager you will hold responsibility for the winning and management of our top tier contract client accounts ensuring revenue and margin growth and be focused on finding and developing new key contract customers.

The role relies on ensuring our multi-site clients derive maximum value from Wightman & Parrish products & services, presenting and delivering to annual plan, executing implementation campaigns and managing client on-boarding. Engaging stakeholders at all levels of the organization to identify ongoing needs, consulting on best practices, problem solving and advising on solutions. Networking to engage with potential new contract clients and delivering effective client presentations.

This role requires a highly active, commercially astute and organized sales professional, with a proven track record of winning and developing key accounts. They will be expected to maintain all company systems and report weekly, monthly and quarterly status and results presentations to internal and external teams.

Key Responsibilities:

- Identify and win new accounts to exceed agreed new business objectives
- To visit, develop and support selected large contractual Customers across the UK
- To advise and ensure compliance, whilst seeking additional product sales
- Grow existing contracts in line with annual growth target set
- Maintain business at agreed profit levels
- Communicate and manage specific customer requirements (pricing, delivery, etc.) effectively
- Act as an interface between the customer and relevant W & P departments/divisions to manage complete customer satisfaction.
- Report up to date account and business activity using all company provided systems

Main Duties:**% of time spent**

- | Main Duties: | % of time spent |
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| <ul style="list-style-type: none"> • Have a Territory Plan and individual account plans to achieve annual Business Objectives • Engage with all key operational contacts in allocated customer base • Call on existing Customers on an agreed call cycle in line with individual account plan • Target and develop additional sales from all Customers • Develop and Maintain a sufficient Sales Pipeline to meet New Business objectives • Maintain pricing within guidelines and sell in price increases to ensure margins are protected • Increase Healthcare Equipment Sales (Furniture, Beds, Pressure Mattresses) to agreed targets • Sell in Promotional Items to Customer Base and Prospects • Advise Customers on Healthcare Equipment and Cleaning Issues • Assist in the management of Roll out of new contracts • Use Management Information to highlight opportunities and identify any lost business • Work with Key Manufacturers to develop new business | |

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| <ul style="list-style-type: none">• Keep Customer and Prospect records up to date using Company applications (SAP, Salesi & Power Bi)• Report on Key activities to management as required• Provide COSHH and Product Training for new and existing customers• Visit, develop and train House Accounts and support nationwide business development as required | |
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Key Operating Standards:

- Maintain Existing Customer Business levels as a minimum
- Meet Growth and New Business Sales Targets
- Maintain accurate customer records including Sales pipeline with likely outcomes using company applications
- Write and maintain Business Plan and Account Management Plans for key accounts
- 80% Percent of proposals/tenders accepted
- Grow year on year sales of Equipment and Furniture
- Calls made to Customers and Prospects

Key Skills and Attributes required:

- Minimum 5 years Sales Experience in both New Business Development & Key Account Management
- Good educational background and IT literacy
- Ideally live within allocated sales territory
- Confident presenter and negotiator, used to dealing with buyers at all levels
- Good relationship builder with both internal, and external customers
- Ability to search out, and win, new business opportunities
- Self-motivated, able to work on own initiative
- Proven track record in achieving sales targets
- Ideally a knowledge of the Care Sector

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Last updated: 23/03/2018