

ACCOUNT MANAGER

NATIONAL SKILLS ACADEMY FOR FOOD & DRINK

We are the industry experts on skills for the food & drink manufacturing sector and the industry's voice on everything from promoting careers in the industry to new talent, offering apprenticeship advice to businesses and supporting providers with procurement & CPD.

The National Skills Academy for Food & Drink exists to provide businesses across the UK's food and drink manufacturing and processing industry with a single source of access to leading edge workforce training, vocational study and skill upgrades designed to boost productivity, innovation, profitability and growth.

We act as the industry's voice to Government on the strategic skills issues affecting our industry and work closely with a range of key industry stakeholders, supporters and partners in delivering our mission of making the food and drink industry in the UK the best in the world.

The Role

The Account Manager role is responsible for developing and maintaining relationships with a number of our clients in order to optimise the relationships and ensure clients are accessing all appropriate products and services. They will also deliver commercial and grant funding revenue targets for the business in a professional and high quality manner.

Key Responsibilities

Delivery to Clients

- Develop and maintain strong customer relationships with employers and training providers, acting as the key contact for the NSAFD
- Manage and develop the relationship between clients and the NSAFD to ensure the account achieves its full potential
- Recognise and identify when it is appropriate to bring in additional support
- Provide basic information to employers around appropriate training solutions, generating opportunities for delivery
- Create professional and high quality proposals and presentations to clients to meet their business requirements
- Convert proposals into practical implementation
- Support project delivery where required
- Demonstrate awareness of the financial implication of decisions
- Develop, manage and implement effective administration processes relating to the role
- Ensure that the CRM system is used effectively to support all business activity

Income Generation

- Develop commercial opportunities as appropriate, to build revenue from clients
- Ensure involvement by clients as required, to deliver the core projects

Team Working

- To communicate key information and listen to feedback from the team
- Promote team working and encourage involvement from team members

NSAFD Core Values

- Open and honest
- Resilient
- Open to change; flexible and adaptable
- Supportive
- Innovative
- Excellence

Job Role Core Competencies

- Considers the need for development of revenue streams in all activity
- Organised and planned
- Externally oriented and aware
- Builds strong relationships with clients, colleagues and stakeholders
- Results orientated, highly motivated and pro-active self-starter
- Ability to negotiate, connect and influence a range of stakeholders
- High levels of self-confidence and awareness

Essential Skills and Knowledge

- Has a consultative approach in order to scope out a client's requirements
- Understands the different NSAFD products and services and knows the appropriate method to use to engage clients
- Is able to adapt delivery style to the situation so as to engage and commit the audience
- An understanding of employer needs and the role of learning and skills in improving business productivity
- Knowledge of Government learning and skills policy
- Awareness of the UK vocational qualifications systems and funding arrangements
- Operationally strong with a proven track record of hitting deadlines, delivering and achieving targets
- Can produce and deliver effective written and verbal communication with credibility and professionalism that sells the idea and engages the audience
- IT literate, including effective use of all Microsoft packages and CRM systems
- An understanding of the food and drink manufacturing process
- Good networking skills

Experience

- Proven ability to develop and maintain business partnerships and working relationships at all levels across organisational boundaries
- Proven experience of working in an account management and / or customer facing role