

# Hertfordshire County Council

## Job Outline



**JOB TITLE:** Customer Account Manager Team Leader

**GRADE:** H9

**REPORTS TO:** Sales Manager

**TEAM:** Herts Full Stop

**DEPARTMENT:** Hertfordshire Business Service, Resources

### **Purpose of the Job**

In the role you will be reporting to Sales Manager providing Key Account Management, Business Support and Supervision to the Customer Account Manager Team and department as appropriate. You will be responsible for managing a team of Customer Account Managers to achieve departmental and company objectives by delivering excellent customer service to internal and external customers. You will also manage the Corporate Accounts for this role

### **Main Areas of Responsibility**

Develop the sales team in order to deliver exceptional service and sales growth across Herts FullStop Key Accounts and Territories by, but not limited to;

- Review team development plans quarterly to ensure the team continually develops and improves their knowledge, skills and behaviours to help maximise performance and achieve personal and PMDS objectives
- Assist in the planning of the medium to long term sales related strategy to improve sales and margins
- Plan and deliver Sales meetings with the Sales Manager; align the team to the sales strategy upskilling in product knowledge gaps where necessary.
- Establish, agree and implement sales performance targets for each CAM territory. Review and present monthly reports on individual performance against sales targets and sales objectives, identifying areas of success/concern and actions required
- Proactive market engagement brought about through understanding the market innovation and ultimately consumer choice and present to HFS as opportunities or threats
- Engage with your Key Accounts to identify service and product gaps in order to drive sales revenue

- Cross function with internal departments to maintain with the goal of driving excellence in customer satisfaction
- Manage the provision of a full range of administrative duties; dealing with all customer issues arising via different channels

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

### **Experience – Required**

- Previous supervision of a Sales Team from a fast paced B2B environment
- Team management including performance and recruitment, with strong emphasis on team values and behaviours.
- Ability to build strong working relationships - internally and externally
- Ability to work on own initiative and prioritise workload effectively
- Demonstrable skills on software packages such as Microsoft Office

- Experience in administrative functions surrounding customer service operations.

**Experience - Desirable**

- BA/BS degree in Business Administration, Sales or relevant field
- Educational Sales experience