

ROLE PROFILE

Role Title	National Account Executive	Location	Office, London
Business Unit	Bibendum Off Trade	Job Family	Sales
Reports to Role Title	Account Director	Sub Family	Exec team

PURPOSE

Working as part of the Off Trade sales team for Bibendum, this role is pivotal to servicing our sales team, supplier and customers needs. We provide service and support to our customers and our business by working collaboratively with Operations, Finance, buying and other key stakeholders, both internal and external.

CORE ACCOUNTABILITIES

- Product entry and exit process
- Vintage change critical path management and liaison with all stakeholders
- Adhoc Product queries
- Analysis of activity
- New line forms & price checking
- Coordination of new product pitches
- Customer presentations on suppliers, ranges etc - updating information
- Manipulating wine information and descriptors
- Support in customer trip presentation

CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE

Internal:

- Sales Team
- Off Trade Supply Chain
- Bulk Manufacturing Team
- Buying and Technical Team
- Brand Team

External:

- Customer contacts
- Suppliers
- External agents if necessary

KNOWLEDGE/ EXPERIENCE/ SKILLS

ESSENTIAL:

- Attention to Detail
- Experience in customer service (internal / external)
- Strong communication skills
- Problem solving and initiative
- Organisation and time management
- Intermediate Excel
- Microsoft Office
- Numerically literate
- Experience working to and fulfilling tight deadlines
- Interest in wine

PREFERRED:

- Wine experience/ background
- Experience working with off trade customer base

PROFESSIONAL QUALIFICATIONS & EDUCATION

ESSENTIAL:

PREFERRED:

WSET level 2

Driving license

TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES

- Customer service excellence
- Team player
- Passionate
- Ambitious
- Organised
- Happy to help
- Attention to detail
- Strength in managing multiple priorities
- Strong ability to think and act clearly under pressure

BUSINESS SPECIFIC REQUIREMENTS (OPTIONAL SECTION)

OPERATING ENVIRONMENT & CONTEXT:

Challenging features of role and criticality

- Often short turn arounds on requests
- Able to cope with pressure from internal stakeholders to deliver to their needs

TRAVEL & OTHER REQUIREMENTS

- Minimal travel required, possibly supplier trips

ROLE DIMENSIONS

No of Direct Reports	0	Financial Impact (Direct)	n/a
Total Team Size	14	Financial Impact (Indirect)	n/a
No of Locations	1	Other/ People Manager (yes/ no)	No

Back Office Use only:

Job Code		Reward Level		TW Grade	
Salary Survey Ref		Career Level		Date Created	
Salary Min		Salary Mid		Salary Max	