

JOB DESCRIPTION – Relationship Manager

BUSINESS UNIT: Head Office

ROLE TITLE: Relationship Manager

DATE: 26 August 2022

REPORTS TO: Commercial Sales Director

LOCATION: Office based

PURPOSE:

To design, implement and deliver your 2022 revenue targets by proactively managing a panel of direct clients. The role will focus on providing support, guidance and outstanding client support highlighting additional revenue opportunities and managing client retention.

PRINCIPAL ACCOUNTABILITIES:

1. Adhere to all Business Cost Reduction Associates Limited and its related companies' policies and procedures
2. Demonstrate a commitment to personal development by implementing your personal development plan
3. Maintain awareness of market trends, client and competitor activity, proactively feeding back to the management team within Business Cost Reduction Associates Limited and its related companies
4. Ensure the integrity of the data held for each client, prospect and franchisee within our CRM and other relevant systems
5. Adhere to the values of Business Cost Reduction Associates Limited and its related companies
6. Put the clients and prospects of Business Cost Reduction Associates Limited and its related companies at the heart of what you do, making sure that all engagements are profitable to the client, yourself and Business Cost Reduction Associates Limited and its related companies
7. Contribute to the BCR revenue and profit expectations by achieving engagement and KPI targets across all services
8. Agree and complete a fact find for each allocated client of Business Cost Reduction Associates Limited, which identifies business opportunities and documents agreed actions and store on the CRM
9. Work with the Directors, Commercial Sales Director and Commercial team to develop the proposition and market knowledge contributing to achieving an agreed number of new clients and an improvement in the average client value
10. Work with the Director, Commercial Sales Director and Commercial team to maximise your panel of clients' engagement strategy with a focus on understanding and developing long term client strategies
11. Maintain regular contact with your panel of clients in line with a core KPI which will be agreed with the Director, Commercial Sales Director and your client
12. In conjunction with the business's plan, implement bespoke campaigns, sales and marketing initiatives to fully maximise business potential

Capabilities (These are the core skills required to fulfil the role)

CAPABILITIES	LEVEL
Customer Orientation	3
Communicating and Influencing	4
Understanding Others	3
Developing Others	3
Achievement Drive	3
Commercial Awareness	3
Analysis and Judgement	3

Product capabilities

PRODUCT PROMOTION	LEVEL
Energy	5
Telecommunications	5
All other products	3

Essential Criteria for role

1	Must be able to demonstrate a successful track record in telecommunications or Energy sales with corporate clients
2	Must have a successful track record in client management and retention

Additional Requirements

This section contains any technical knowledge (product, process, market, legislation, regulatory or systems), specific experience or qualifications required to fulfil the role. It also covers the key dimensions of the role and any regulatory requirement:

Qualifications**Desirable: A level pass in Business studies****Regulatory requirements** **None at present****Dimensions****Delivery the revenue target in the company business plan**

It is a legal requirement of Business Cost Reduction Associates Limited that its employees are aware of and conform to legal requirements in all activities, both internal and external. Implicit in this is that all managers and staff not only conform to the appropriate standards in terms of Health and Safety, but also work to the highest standards of business ethics.

JOB HOLDER..... DATE.....**LINE MANAGER..... DATE.....****HR DIRECTOR DATE.....**