

**fleet**

SOLUTIONS

proudly part of the **NHS**



**Senior Account Manager**

Candidate Pack



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# Who we are

NHS Fleet Solutions is the UK's original public sector salary sacrifice scheme, offering a brand-new car of your choice on a two or three-year lease. We are proudly managed by Northumbria Healthcare NHS Foundation Trust – meaning you are not just our customer, you are our colleague.

The scheme is available for public sector colleagues whose organisations have registered with us, from the NHS, Police force, local Councils, Universities and Academy schools.

Unlike those in the private sector who offer similar services, all surplus income from our schemes stays in the public purse to fund front-line NHS services.

Fleet Solutions not only administer the 'Fleet My New Car!' scheme but we are also the largest user of it, with our 12,000 staff enjoying full access. This has enabled us to employ effective systems and protocols, ensuring users and organisations have the best possible experience.



# Job Description

The NHS Fleet team is responsible for the generation of non-core income for re-investment into patient care. The two main areas of success are Fleet's car and home electronics schemes. Both businesses operate in the competitive salary sacrifice marketplace. An office-based team consisting of 60 members of staff have responsibility for the delivery of the service.

Reporting to the Head of Account Management, the Account Development Manager's primary role is to ensure the continued growth and success of Northumbria Healthcare Group's non-core revenue services. The postholder will be responsible for managing a strategic portfolio of customer accounts for Fleet's growing number of public sector/ not-for-profit clients.

<b>Business Unit</b>	Commercial Department
<b>Salary Level</b>	Basic Salary of £ 57,349, bonus of up to 20% annually, plus car allowance
<b>Location</b>	Manufacturing and Innovation Hub, Seaton Delaval (NE25), and home-based in South of England
<b>Hours</b>	37.5 per week, Monday to Friday to meet the business needs

## Main Outcomes and Responsibilities

- Development of a strategy for managing account relationships in the South of England, and Wales, in order to ensure the continued growth and success of non-core revenue services
- Effective identification and research of opportunities for new business potential, creating leads via trade show events and through other suitable channels.
- Tailoring of proposals, tenders and other contractual documentation.
- Maximising performance of account portfolio.
- Cross-selling other commercial services to existing clients
- Explaining complex operational issues such as salary sacrifice tax and HR legislation
- Work closely with New Business colleagues to write bids and tenders, to retain existing accounts and win new business in territory
- Provide a key point of liaison with existing customers and stakeholders and identify and maximise opportunities for growth.
- Providing clients with excellent service and support to develop relationships.
- Ensuring awareness of competitor activities within accounts.
- Liaising with other members of the team to manage existing accounts.
- Maintaining accurate records on the department's Customer Relationship Management (CRM) system.
- Monitoring client satisfaction and adapting approach where possible.
- Maintaining a knowledge of developments in the salary sacrifice sector.
- Ensuring internal teams/sections provide the highest level of customer service.
- Regularly update internal stakeholders on account performance.
- Investigating and resolving queries, escalating to the Head of Account
- Management when necessary.

## **Additional Responsibilities**

- Provide excellent customer service and positive promotion of our commercial services, to internal and external customers.
- Work effectively and positively with all stakeholders to promote Northumbria Healthcare Group's commercial brand values, ensuring that all are aware of the business quality and service focus.
- Continually update knowledge and understanding of the other commercial services we offer, to be able to share best practice among the client base.
- Continue to develop a network of contacts within new and existing customers, to gather business information and identify leads.

## **Key Skills:**

- Problem solving
- Planning and organising
- Communication
- Competitive awareness
- Presentation skills
- Opportunity management
- Sales process acumen
- Objection handling
- Relationship building
- Possess personal drive / results driven
- Adaptable to change
- Professional, approachable, accountable
- A team player
- Display initiative – be sufficiently curious to challenge and explore wider business opportunities
- Excellent communicator, both verbal and written
- Driving licence is essential



# Person Specification

- Educated to degree level, or strong sales and account management background is essential, with previous experience and proven success in gaining new business, achieving sales targets and leading sales via tenders.
- Previous experience using a Customer Relationship Management (CRM) system is essential.
- Excellent IT skills using MS Outlook, Word, Excel and PowerPoint (or similar) are essential.
- Experience of successful bid-writing for public sector contracts is desirable.
- Previous experience of selling/account managing salary sacrifice and or staff benefit type schemes is desirable.
- Ability to build and maintain a regional network of productive business relationships and contacts.
- Must possess excellent customer relations and communication skills
- Experience of influencing client decision-makers, ranging from executives to operational managers
- Proven track record of working to KPI's and achieving targets.
- Highly self-motivated.
- Has an attention to detail and ability to work accurately.
- Ability to travel frequently in the UK as required.



# How to Apply

NHS Fleet Solutions is working with NRG Executive to support with our search for a Senior Account Manager. A full explanation of the role and the company can be obtained by contacting Scot McHarg at NRG Executive – contact details are as follows:

**Telephone:** 01912604472

**Email:** [scotmcharg@nrgplc.com](mailto:scotmcharg@nrgplc.com)

If you would like to have an informal discussion about the opportunity, please contact NRG.

To apply please send your CV and a covering letter, outlining your skills, experience, and qualities.

