	Reference Number:	TOP_JD_HR_No Sales			Job Description
	Version Number:	01	Effective Date:	01/12/2020	

<b>Job Role</b>
Key Account Administrator

<b>Department</b>	Sales	<b>Location</b>	Chelmsford / London
-------------------	-------	-----------------	---------------------


<b>Reports To</b>
National Key Account Manager

<b>Direct Reports</b>
None

<b>Interfaces With</b>
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; margin: 2px;">Sales</div> <div style="border: 1px solid gray; padding: 5px; margin: 2px;">SHEQ</div> <div style="border: 1px solid gray; padding: 5px; margin: 2px;">Operations</div> <div style="border: 1px solid gray; padding: 5px; margin: 2px;">Marketing</div> <div style="border: 1px solid gray; padding: 5px; margin: 2px;">Finance</div> <div style="border: 1px solid gray; padding: 5px; margin: 2px;">Commercial</div> </div>

<b>Overarching Role</b>
<p>Reporting to the National Key Account Manager this role will be a supportive role to the task of managing relationships with our key accounts and progressing existing enquiries prior to a client contract award. It will involve the calling and e-mailing of client representatives ensuring satisfaction with our proposal and understanding the next steps and updating our CRM system accordingly. It will also include market research and prospecting activities in relation to key account and/or project opportunities. The individual will primarily support the National Key Account Manager but will also support the Sales Director, Commercial Director and Managing Director with any client projects they are specifically working on.</p>

<b>Key Responsibilities</b>
<ul style="list-style-type: none"> <li>• Progressing enquiries through the sales funnel to the point of contract award (to client)</li> <li>• Updating notes on the CRM system</li> <li>• Adding new contacts to projects and organisations in CRM</li> <li>• Maintaining LinkedIn profiles on CRM</li> <li>• Keeping key account client hierarchy charts up to date</li> <li>• Ensuring key personnel details are added to our CRM for analysis and marketing</li> <li>• Developing periodic content and communications to key account client segments</li> <li>• Supporting Quality Submissions for Frameworks and Large Contract bids</li> <li>• Review of specialist press for opportunities</li> <li>• Setting and review of project/company notifications on Glenigan's</li> <li>• Review and research of client pipeline opportunities for adding to our sales funnel</li> </ul>

	Reference Number:	TOP_JD_HR_No Sales			<b>Job Description</b>
	Version Number:	01	Effective Date:	01/12/2020	

### Health, Safety & Well Being Key Responsibilities

- Ensuring all accidents / incidents are reported to the SHEQ Department and where appropriate fully investigate and co-operate with any investigation or inquiry initiated internally or externally e.g. SHEQ Department, HSE.
- Ensuring that all work for which they are responsible is carried out in a safe and environmentally acceptable manner in accordance with the policies of the company and the Integrated Management System.
- Compliance with the requirements of the Toppesfield SHEQ procedures and that of clients' conditions and/or current legislation.
- To ensure that their own conduct does not have a negative impact on the mental health and wellbeing of another.

### Key Skills

Key Skill	Description
Interpersonal Skills	This role will have a high degree of interpersonal activity with our larger clients both by phone and by e-mail and the individual must be able to articulate in verbal and written for appropriately
Meticulous & Organised	The role will require the individual to organise multiple activities sometimes for one single task and therefore being "into the detail" will be a key factor to success
IT Skills	Naturally there will be a lot requirement to use IT platforms such as Microsoft Office, SharePoint, our chosen CRM system Pipedrive and a number of external platforms for our clients. Whilst training is provided a degree of knowledge and a high degree of aptitude is required
Professional	Our clients are often multi-billion pound companies and we sometimes deal with governmental agencies at a senior level so a professional image in our dealings is important. There may be an occasional requirement to attend client meetings

### Experience & Qualifications

State the mandatory and desirable qualifications and experience required to successfully perform the job. These are the qualifications and / or experience that are necessary for the candidate to be considered for the position.

#### Mandatory:

- Minimum of 5 GCSEs (including Maths and English) at grade C or above
- Strong knowledge & demonstrable experience of Microsoft Office, including Outlook, Teams, Excel, Word and to a lesser degree PowerPoint
- Full UK Driving Licence

#### Desirable:

- Knowledge and experience of using MailChimp