

Northern Housing Consortium

Job Title: Account Executive
Responsible to: Head of Commercial
Section: Commercial Services

1 Main purpose of the role

- Manage a portfolio of member accounts and understand their procurement requirements.
- Increase take-up of NHC's and partner solutions amongst designated accounts
- Identify and target opportunities to grow the portfolio through existing and new member accounts.
- Work with the Executive Director (Commercial) and Head of Commercial to iterate, develop, drive and deliver the three-year Corporate plan.
- Work with the Executive Director (Commercial) and Head of Commercial to contribute to the attainment of the team financial target.

2 Key Tasks and Responsibilities

- To identify and convert new business opportunities, in terms of existing members and any potential new members.
- To maintain and establish new member relationships.
- To assist members, understand NHC's and Partner organisations procurement solutions and call off processes.
- To work with partner organisations to promote their services to members.
- Identify potential targets by managing the process of contract intelligence gathering via various methods including analysis of online databases or information, such as Contracts Finder and LinkedIn.
- Obtain clear, relevant, and concise information from members in relation to their requirements to enable call off from framework agreements and work with the Procurement and Contracts Team to ensure the member requirements for a contract are met.
- Work with the Procurement and Contracts Team to ensure the member requirements for a contract are met.
- Work with Procurement and Contracts Team to ensure members renew their existing contracts.
- Proactively contribute to business intelligence by capturing and acting upon business intelligence obtained through day-to-day work, including supporting the work of the Procurement Managers in developing new procurement solutions fit for member needs.
- To develop customer focussed plans to ensure all current and future solutions are promoted to dedicated member accounts.
- To support the work of the Marketing team to create campaign strategies by framework.
- Assist with internal and external exhibitions, including managing any delegates queries, and attending events as required.

3 Role specific competencies and values

We Are Member Focused

- Deliver first class customer service by ensuring that queries from members are dealt with in a timely and efficient manner
- Engage regularly with designated members to ensure relationships are built, maintained and strengthened.
- Always ensure that any advice given to members is open, honest, and transparent
- Always use ethical sales techniques and always ensure that any advice given to members is open, honest, and transparent
- Build a detailed knowledge and understanding of member requirements and networks which are specific to certain geographic and non-sector areas.
- Act as an ambassador for the NHC and maintain professional standards when working with members and partners.
- Ensure information collected regarding members is recorded in appropriate manner.
- Maintain an excellent understanding of the NHC frameworks to enable effective communication with members.
- Act in the best interest of member requirements in effectively matching to the best solution to fit their needs.

We Are Collaborative

- Effectively match the members requirements to existing frameworks
- Identify opportunities for new framework development and pass to Procurement and Contracts Team
- Ensure that all NHC products and services are effectively communicated to members and any leads passed to the relevant teams
- Proactively contribute to business intelligence to further develop our services for members
- Actively support team working across the organisation.
- Engage regularly with designated members to ensure relationships are built, maintained, and strengthened.
- Ensure the information that is passed to the Procurement & Contracts team in relation to members requirement is complete & easy to understand.
- Work as part of a small team in carrying out other such duties as may be necessary for the successful operation of the NHC.
- Carry out other duties as directed.
- Fulfil the requirements of the post in a professional manner and in doing so achieve high standards and agreed personal performance targets are met.

We Are Innovative

- Identify opportunities for partnership working in other sectors to build the best access to best value suite of solutions for our members.
- Use insight gained into member organisations to ensure effective targeting.
- Ensure the information that is passed to the Procurement & Contracts team in relation to members requirement is complete & easy to understand.
- Ensure information collected with regard to members is recorded in appropriate manner.
- Maintain an excellent understanding of the NHC frameworks to enable effective communication with members

We Make A Difference

- Act as an advocate and ambassador for the NHC.
- Exemplify the culture, values, and behaviours of the organisation.

- Ensure all team members and colleagues are clear about their role and how they contribute to the success of the NHC.
- Encourage, coach and support team members and colleagues to develop.
- Carry out other such duties as may be necessary for the successful operation of the NHC.
- Fulfil the requirements of the post in a professional manner and in doing so achieve high standards and agreed personal performance targets are met.

4 Skills, Qualifications and Experience

- A proven track record of delivery in a sales/business development environment (*E*)
- Experience and proven track record in meeting financial targets (*E*)
- Experience in providing a strategic mindset in a sales/business development environment. (*E*)
- Experience of collaborating with others to explore and achieve innovative solutions (*E*).
- Understanding of public sector procurement and efficiency agendas. (*D*)
- Excellent written and verbal communication skills (*E*)
- Excellent interpersonal skills (*E*)
- Strong presentation and negotiation skills (*E*)
- The ability to work independently as well as part of a team (*E*)
- Confidence, tact, and a persuasive manner (*E*)
- Good organisational and time management skills and understanding of project planning. (*E*)

Additional Requirements

- Full current driving licence
- Able to attend external meetings as required
- Able to stay away from home overnight when necessary

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OUR VALUES

1 WE ARE MEMBER FOCUSED

(OUR MEMBERS ARE AT THE HEART OF EVERYTHING WE SAY AND DO)

- We build positive relationships
- We go 'above and beyond' to ensure value for money to our members
- We identify priorities based on understanding member and organisation needs

- We empower our people to make decisions and treat each other with consideration and respect
- We help to create a diverse and trusting work environment where everyone can be themselves
- We recognise and celebrate the success of the organisation, our teams and individuals

2 WE ARE COLLABORATIVE

(WE WORK TOGETHER AS A TEAM AND SHARE LEARNING)

- We react to new challenges quickly and positively
- We demonstrate creativity and innovation in our work
- We regularly review and improve our products, systems and processes

3 WE ARE INNOVATIVE

(WE ARE CREATIVE, FLEXIBLE AND REALISTIC)

- We encourage the development of our staff
- We recognise that our individual roles make a positive impact on people's lives
- We take responsibility and we deliver
- We are honest and act with integrity

4 WE MAKE A DIFFERENCE

(WE CONSIDER THE BEST INTERESTS OF OUR MEMBERS, THE ENVIRONMENT AND SOCIETY AS A WHOLE)