

ROLE PROFILE

Role Details

Job Title: Account manager	Pillar / Department: Roads and Highways
Responsible for: TBC after probation period	Location: Head Office
Line Manager Job Title: Client Strategy Manager	Created: 08/04/2024 Last Updated: 08/04/2024

Job Goal

Provide excellent customer service to a network of sector scheme training providers. Through effective account management, identify opportunities to grow sales income from our existing network and lead on expanding the network with new training providers and new sales opportunities for this sector. Report on monthly income targets to CSM (line-manager). This role will have the opportunity to line-manage others in the team in the future.

Role Responsibilities

Responsibility	Outcome and measures
Identify new NHSS Training Providers (TPs) Manage approval – start to finish: Newly approved customers to understand their roles, responsibilities, and standards required by the Awarding Organisation.	<ul style="list-style-type: none"> • Conversion of expressions of interest to fully approved TP in line with department targets • Drive Net Promotor Score (NPS) to above 8
Manage the existing network of TPs: <ul style="list-style-type: none"> • ensuring full awareness of Lantra's portfolio of products and services • having a clear understanding of the Lantra offer • identifying new sales opportunities • Provide business development plan for allocated TPs 	<ul style="list-style-type: none"> • Growth in number of additional products and services taken up by TPs • Identify any gaps in Lantra services as potential new developments • Existing TPs adding new skills/products
Maintain accurate TP records for the purpose of: <ul style="list-style-type: none"> • Logging activity • Tracking activity • Tracking opportunities 	<ul style="list-style-type: none"> • Report monthly to CSM all activity and opportunities • Record technical queries and share outcomes cross-departments
Manage the NHSS TP re-accreditation process including: <ul style="list-style-type: none"> • Instructors and Assessors • NHSS10B Customer Provision 	<ul style="list-style-type: none"> • Re-accreditation completed by 31 March annually • 85% of TPs renewing as standard, 90% of TPs renewing as a stretch target • Weekly progress reports to CSM during re-accreditation period
Finance: <ul style="list-style-type: none"> • Monitor sales activity • Track and analyse trends 	<ul style="list-style-type: none"> • Provide accurate monthly reports to CSM / Head of Industry Roads and Highways (HIP)

DOC-HRS-009 - Roles Profile Template

<ul style="list-style-type: none"> • Monitor learner activity and trends 	<ul style="list-style-type: none"> • Provide future planning to allow for change in trends/activity
Developments and other activities:	<ul style="list-style-type: none"> • Provide support as and when required and/or identified by CSM/HIP
Ensure the confidentiality and integrity of all data relating to the role in accordance with GDPR and the terms of employment.	
Management duties	TBC post probation period

Role Dimensions

Budget responsibility: N/A	Number of Direct/Indirect Reports: TBC

Person Specification

Knowledge / Skills Required

Essential	Desirable
<ul style="list-style-type: none"> • Sales experience B2B • Excellent interpersonal skills • Excellent listening skills • Ability to manage business relationships to a high standard • Ability to communicate to different groups effectively • Excellent Microsoft skills – Word and Power Point 	<ul style="list-style-type: none"> • Knowledge of National Highways Sector Schemes • Project management skills • Good written/report writing skills

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Key account management • Dealing with difficult individuals • Managing internal/external politics 	<ul style="list-style-type: none"> • Ability to problem solve

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Behaviours

Essential	Desirable
Customer First	<ul style="list-style-type: none"> • Continually seeks improvements to customer service • Aims to solve customer problems quickly and in full • Rises to challenges to take ownership of customer issues
Commercially Driven	<ul style="list-style-type: none"> • Understands the business structure and their role in achieving business plan • Strives to get think commercially to achieve cost savings • Looks to streamlining process, costs and resources to focus on adding value
Collaborative	<ul style="list-style-type: none"> • Encourages effective communication across all levels • Shares knowledge and information • Asks questions and checks understanding
Camaraderie	<ul style="list-style-type: none"> • Shares knowledge and information with team members and colleagues across teams. • Recognises and responds when others require help and support • Is approachable and open to the ideas of the team
Leadership	<ul style="list-style-type: none"> • Acts as a role model of the corporate values and behaviours • Develops trust by delivering on promises and communicating all changes • Engages with others and makes suggestions or offers help when it is needed
Personal Effectiveness	<ul style="list-style-type: none"> • Take ownership of a task they have been allocated and follows through

	<ul style="list-style-type: none">• Plans ahead and communicates these plans to those who need to know• Is more proactive than reactive in their approach• Is adaptable when the needs of their role or the organisation changes
--	--