**Contract:** Permanent, full time (35 hours per week)  
**Based at:** Chesterfield, Derby, Nottingham or Leicester with agile working. Additional travel required

**Salary:** £45,000 per annum

**1. MAIN PURPOSE OF THE ROLE**

To lead on the management and growth of key accounts across the Chamber membership base, ensuring high levels of engagement, satisfaction and retention. The role will work across all departments, identifying and developing new business opportunities to ensure that member requirements are fully met, and exceptional customer service is provided.

Strategic thinking and strong business acumen are essential in this role. A Key Account Executive is responsible for driving growth of the key accounts, establishing account management plans, directly and indirectly delivering agreed outcomes with key accounts and coordinating all strategic activity across their portfolio.

**2. POSITION IN ORGANISATION**

* Reports to the Head of Commercial Partnerships.
* Day-to-day liaison with the Chief Executive, Director of Policy, Head of Membership and the Senior Management Team.
* Day-to-day liaison with key, tactical and strategic accounts.

**3. DUTIES AND KEY RESPONSIBILITIES**

* Build, maintain, and strengthen relationships with key accounts, ensuring high levels of engagement, satisfaction, and retention.
* Conduct regular meetings with key accounts to review performance, address concerns, and identify opportunities for collaboration and expansion.
* Identify and develop opportunities within existing accounts for upselling, cross-selling, and additional revenue generation.
* Work closely with senior stakeholders within key accounts to align our services with their business goals and maximise mutual long term value.
* Implement strategic plans to achieve account growth.
* Work with each key account to manage the renewal process, proactively addressing concerns, demonstrating value, and securing continued commitment.
* Work closely with the membership and marketing teams to ensure seamless account delivery and enhanced member experience.
* Monitor key account performance, track engagement levels, and provide insights to inform strategic decision-making.
* Develop an account management schedule of engagement.
* Drive the communication across the Chamber to achieve account growth targets.
* Identify and maintain a pipeline of key accounts.

**4. PERSON SPECIFICATION**

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| --- | --- | --- |
| **Knowledge**   * Knowledge of Chambers of Commerce or membership businesses * Knowledge of the business support landscape in the counties of Derbyshire, Nottinghamshire and Leicestershire * Knowledge of key account management strategies | essential | desirable  desirable |
| **Experience**   * Approaching and developing relationships with senior business leaders across all sizes of business * Successful track record of maximising commercial opportunities through key account management * Collaborating across different teams within an organisation to secure great results * Working with different business communities * Relationship management with a variety of different stakeholders and at all levels within an organisation * Maximising the use of CRM and data to improve marketing and communication and sales * Strategic thinking and analytical abilities to develop and execute account plans * Ability to build and maintain relationships with key stakeholders at all levels | essential  essential  essential  essential  essential  essential  essential | desirable |
| **Qualifications**   * Educated to degree level or equivalent experience * Business administration, sales, marketing, or related field | essential | desirable |
| **Skills and abilities**   * Relationship management (building and maintaining) * Excellent management skills, innovation and productivity focused * Strategic planning * Strong communication (written & oral skills) * Excellent presentation skills * Strong skills in data entry, analysis and knowledge of CRM’s * Excellent IT literacy * Be methodical, detail orientated, organised, creative and resourceful | essential  essential  essential  essential | desirable  desirable  desirable  desirable |
| **Personal attributes**   * Takes responsibility * Celebrates and is proud of success * Supports others and works well with a team * Creative and challenges tradition * Must be dependable and reliable * Must be able to exercise tact and diplomacy at all levels * Must be able to work under own initiative * Full driving licence (able to drive in the UK for business purposes) * Access to own transport * Willing and able to travel across the geography * Must be prepared to work flexibly in terms of working hours | essential  essential  essential  essential  essential  essential  essential  essential  essential  essential  essential |  |

**5. ADDITIONAL INFORMATION**

This role is eligible to participate in the Chamber’s agile working policy but must operate onsite more frequently than the policy minimum – operating from Chamber offices regularly to build/maintain relationships and their understanding, along with attending events and visiting customer premises throughout the geography.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_