**About the role**

|  |  |
| --- | --- |
| **Role**  Key Account Specialist–9-12 month Maternity Cover) | **Location and hours**  Part-Time  29 hours per week (Between 08:00 – 17:00 Mon-Fri)  Bristol  Working days and hours to be agreed at interview |
| **Band**  2 | **Salary**  Starting salary - £28,732.86  After six-months - £29,649  After 12-months - £30,566.87  (Subject to performance) |
| **What you’ll be doing**  Reporting into the Customer Development Manager and working alongside the mfldirect Relationship Manager team the key responsibility of this role is to manage a portfolio of established high-volume buyers engaging with our online sales platform, mfldirect.co.uk.  As a Key Account Specialist, you will be responsible for all aspects of account management including the delivery of condition related claims outcomes, credit increase applications and general account enquiries. You will also be involved in the generation and distribution of bespoke reports across your portfolio. Your customer base is typically our larger buyers including the large PLCs, large regional franchise dealer groups and large national independents.  It is the role of the Key Account Specialist team to maintain their purchasing volumes and look for opportunities to increase sales volumes where appropriate and improve account efficiency. This work will be in conjunction with the Relationship Manager team and activity will be directed through Targeted Calls.  You will also be required to offer best-practice training to help create strong, efficient and engaged relationships across mfldirect. All office sales teams are responsible for taking inbound customer enquiries and part of your role will include taking these calls and offering first point resolution wherever possible.  It is important to understand that this is an account management role and therefore there are multiple productivity targets to be met including call quality. You will be supported by an ongoing support programme. | |
| **About you**   * You must be prepared to work to challenging targets based around sales growth and accountable productivity stats & meeting project deadlines * You must have the tenacity to challenge customers and be pro-active in finding ways to develop engagement in your customer portfolio * You need to show that you can be persuasive and influential, especially with your customer portfolio * You love talking to people, being constantly challenged, working as part of a team, and finding ways to overcome barriers and objections * You have experience of a phone-based role, ideally (but not essentially) managing a portfolio of customers * Ideally you will have previous B2B account management or sales experience, motor trade experience is an advantage but not essential * You will need to be organised, determined, and resilient * You will have an interest in understanding sales more, and what motivates customers to buy * You’ll have a good understanding of how to organise and structure your day, without having a rigid structure already made for you. You should also have a very good understanding of how to communicate very clearly with customers over the phone and be able to deliver a difficult message * You will be good at using questioning techniques and the ability to build strong relationships * You will thrive on being part of a close-knit team and keen to help and support others | |
| **Minimum criteria**  You’ll need all of these.  As a minimum for this role, you will need to have experience of:   1. You will have previous B2B account management or sales experience 2. Experience of working in a customer facing role 3. Proficient PC, internet and telephone skills 4. Strong written and verbal communication skills 5. Ability to structure and manage your own day   **Who you’ll be working with**  Working in a team of eight, the purpose of this team is to engage with, and manage our key customers and develop their engagement with mfldirect.co.uk. The team spend c.70% of their day on reactive work based around the customer’s immediate needs and delivering outcomes on damage claims for purchased vehicles. The remainder of your time will be spent seeking out growth opportunities, developing and educating customers and delivering on project work and outbound call based sales tests.  The team is very collaborative, working together to share knowledge on how best to engage with customers. Most of the workflows and processes used by the team to structure calls in to their portfolio have been designed and implemented by the team itself. There is a real creative element to the role and thinking up new ways of working is encouraged. We are free thinking and quick to change and react.  We pride ourselves on the outstanding service we give to our customers, our attitude towards change, and our creativity in finding new ways to drive change. | |
|  | |
|  | |
| **We’re Motability Operations** | |
| [Please don’t change these]  **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |