



Head of Account Management

A unique opportunity for an experienced, ambitious and energetic commercial leader with deep experience in best practice account management techniques to help drive the delivery of business growth goals and shape the account management strategy for the future.

Location: Borough, London

Office based with travel to clients

About Liv-ex

Liv-ex is the global marketplace for the wine trade, with over 620 members worldwide. We offer B2B services that span trading, data, logistics and technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed and action-oriented.

Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

Summary Purpose

Liv-ex is looking for an experienced leader to shape the Company's account management strategy, team and processes to contribute to the delivery of the Company's sales and business goals.

Responsibilities

Will include, but won't be limited to:

- Establish the strategy, objectives and key results for account management, in association with the Chief Commercial Officer.
- Lead, motivate and mentor the account management team ensuring collective delivery of sales, objectives and results.
- Define, implement, and embed robust account management processes enabling client retention, upgrades, and drive account development across the client portfolio.
- Direct accountability for a portfolio of key, strategically important client accounts, building long-term profitable partnerships with them.
- Drive the building of commercial relationships with key third party providers, such as ERP (Enterprise Resource Planning) companies and wine critic publications.
- Play a key role in the Commercial Management Team, ensuring close collaboration with Broking, Business Development and Marketing to achieve the Commercial team's goals.
- Build effective internal stakeholder relationships with Product, Automation, Logistics and Finance to ensure the delivery of the full benefits of Liv-ex membership to clients.
- As a senior team member, contribute and influence the Company's overall strategic and financial aims.

Requirements

- 8-10+ years account management experience, ideally in the wine/drinks industry or B2B environment.
- 5+ years experience of successfully managing an account management team
- Excellent rapport building skills with a proven track record of delivering long-term customer relationships and delivering customer growth across the portfolio.
- Strong team management and mentoring skills.
- Strategic thinker with the ability to translate strategy into practical solutions and process enhancements.
- Strong commercial and analytical capability.
- Excellent communicator, influencer and team player, capable of building effective working relationships with the broader team.
- High degree of emotional intelligence with the ability to work effectively across cultures.
- A genuine interest in the wine trade.
- Prior experience of working with CRM systems desirable.

To apply, please send a copy of your CV with a cover letter to outline why you are interested in this opportunity to our HR team at clientresourcing@strattonhr.co.uk