

## **Key Account Manager**

**Location: Battersea, London with some flexible working**

Competitive salary plus company performance-related bonus, healthcare insurance & wellbeing benefits

**Exciting opportunity for a highly professional and commercially astute Key Account Manager to develop and grow existing sales and client relationships for Liv-ex's ground-breaking trading and data platform for wine merchants.**

### **About the Company**

Liv-ex is the global marketplace for the wine trade, with more than 500 members worldwide. We offer business services that span trading, data and insights, logistics and technology to a diverse group of wine businesses – from ambitious start-ups to established merchants. Our goal is to make wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed yet informal, energetic 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, emerging trends and identify opportunities to profit.

### **Summary Purpose**

Liv-ex is looking for a hands-on and experienced Key Account Manager, reporting into Anthony Maxwell (Sales Director) to optimise relationships with our key accounts worldwide. The role will ensure that Liv-Ex remains proactive in the development and delivery of its portfolio of trading and data services for its larger clients by implementing successful strategic partnerships to drive further growth.

### **Role Responsibilities**

- Ensure retention and account development of key business by building long term strategic partnerships based on in-depth customer understanding.
- Work proactively with existing clients to understand their long-term goals and create customer centric roadmaps for product opportunities based on specific needs
- Build trusted relationships to support long term strategic revenue models to optimise sales and contract renewals.
- Manage and engage internal and external stakeholders, balancing customer expectations with the parameters of operational development and delivery
- Effectively manage customer data, in an accurate and timely manner, analysing customer usage and trends to deliver added value against agreed KPI's and growth targets.
- Develop appropriate pricing strategies, write proposals and negotiate terms for long-term success.
- Plan and deliver business performance reviews with key clients ensuring regular effective feedback and collaborative action planning.

- Regular travel to visit, and build relationships with clients around the world

### **Knowledge, Skills & Experience**

- Demonstrable experience in an account management or customer success role with a high level of commercial awareness and a track record for achieving mutual success
- Firm grasp and proven track record of using value based selling techniques
- Experience working in commercially focused role in a B2B trading, data/technology business
- Good knowledge of using and leveraging CRM and data to optimise sales
- Proven track record of building customised long-term relationships around customer needs
- Excellent negotiation skills to achieve win/win situations
- Comfortable working with and drafting legal agreements
- Articulate and engaging communicator who is credible and builds rapport quickly with internal and external stakeholders at all levels
- Socially confident with the ability to establish and maintain trust and adapt approach to suit the audience
- Self-motivated with an entrepreneurial, proactive and positive approach.
- Good business writing skills
- A good aptitude for technology
- Degree educated or equivalent
- An interest in and passion for wine is desirable but is not essential

### **Attributes:**

- A natural networker. The ability to collaborate and build strong and productive working relationships with a broad variety of stakeholders.
- Decisive and robust - able to take ownership and drive decision making
- Commercially analytical, with ability to translate data insight into value added practical client solutions
- Strong communicator, engaging and charismatic, able to make an impact
- A real team player – able to build productive and effective working relationships with customers, owners and the broader team.
- Committed and hardworking, driven to succeed.
- Intellectually astute
- Ability to present and act as an ambassador for the business in the market

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 [Anna.Cornwallis@strattonhr.co.uk](mailto:Anna.Cornwallis@strattonhr.co.uk)