

Strategic Account Manager

Location: Borough, London with some hybrid working

Competitive salary plus Company performance-related bonus, healthcare, insurance and wellbeing benefits.

Exciting opportunity for a professional, commercially astute, experienced Account Manager to join a unique fast-growing business and help define and implement best practice systems and processes to drive further growth across the existing client portfolio.

About the Company

Liv-ex is the global marketplace for the wine trade, with nearly 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 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 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 are looking for an experienced Account Manager to implement and embed robust account management systems and processes which support ongoing growth within our customer base. This role will take ownership of several key accounts, helping with the development and delivery of the product portfolio.

Role Responsibilities

- Define, implement and embed robust account management processes which enable client retention and drive account development across the client portfolio
- Build long-term strategic partnerships with clients to drive increased usage of Liv-ex products and services
- Act as the clients' main point of contact for all queries and implement any changes or requests to meet the clients' needs

- Effectively manage client data, in an accurate and timely manner. Analyse, report, and forecast on commercial data including client revenue and profitability
- Regular travel to visit, and build relationships with, existing clients across the region
- Manage and develop a small account management team

Knowledge, Skills and Experience

- 5+ years' experience in Account Management, Buying or Customer Success role, ideally within a B2B environment
- A genuine interest in wine and/or the drinks industry in general
- Exceptional level of commercial awareness and a strong motivation for success
- Proven track record of building long-term customer relationships
- Excellent rapport building skills, with the ability to establish and maintain trust and respect
- Ability to collaborate and build strong and productive working relationships with a broad variety of stakeholders
- Strong analytical skills with the ability to translate data into solutions
- Excellent problem-solving skills
- Strong cultural awareness. The ability to interact effectively with people from across the globe
- Experience using a CRM system within a previous role, and a good aptitude for IT systems
- Degree educated or equivalent

Attributes

- A natural networker
- Strong communicator at all levels, engaging and charismatic, able to make an impact
- Commercially analytical with the ability to translate insights into value added solutions
- Methodical and process driven. Understands what good looks like.
- A real team player – able to build effective working relationships with the broader team
- A good influencer and collaborator with high levels of emotional intelligence
- Hardworking
- Intellectually astute
- Able to act as an ambassador of the Business within 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 clientresourcing@strattonhr.co.uk.