



Role Profile

Role Title	Account Manager – UK MOD Strategic Command				
Business group and team	Customer Relationships				
Job Purpose Overview	<p>A key role in the Customer Relationships Directorate responsible for development and delivery of account plans for UK MOD Strategic Command globally and ensuring the delivery of the existing account plans will result in increased customer satisfaction.</p> <p>The incumbent will be expected to work closely with Strategic Command to further refine the existing Customer Relationships strategy, to develop and deliver the account plans for the selected new departments resulting in additional revenue. The total revenue for FCDO Services is circa £200M with each account manager being directly accountable for a contribution towards this value.</p> <p>Working within the existing account directors and managers, the incumbent will develop a set of coordinated, integrated and overarching account plans for the selected major customers across the whole of FCDO Services. FCDO Services has a set of ministerial and non-ministerial targets for customer satisfaction, the incumbent will have direct accountability to ensure the achievement of these targets.</p> <p>The incumbent will be expected to establish new relationships with the key selected targeted departments and overall stakeholders for the purpose of delivery of the business objectives as identified above.</p>				
Organisational position	<p>Customer Relationships Director</p> <p> </p> <p>Head of New Business (Defence Sector)</p> <p> </p> <p>Account Manager – UK MOD Strategic Command</p>				
Date Updated	June 2021		Updated By	BH	
Current / Applied Grade	D6	Job evaluation date	Feb 2018	Confirmed grade	D6
JOB RESPONSIBILITIES					

Main responsibilities, focusing on the required outputs:

- Develop and Implement the integrated and overarching account plans for the selected target customers across FCDO SERVICES to deliver the allocated financial and non-financial budget.
 - Ensure the delivery of all the plans by working closely with all the stakeholders , internally & externally and regular progress review
 - Ensure account plans for the major selected departments are developed and delivered according to the approval process.
 - Ensure appropriate resources to deliver the plan are allocated from all relevant FCDO SERVICES departments.
 - Work with the marketing team to provide an insight to market requirements, enabling a comprehensive product development strategy.
 - Work with marketing team to identify the appropriate channel to markets to enhance FCDO SERVICES brand and image.
 - Provide expert advice for the major campaigns to ensure the successful outcome for FCDO Services.
 - Provide Account planning input to the Corporate Plan, strategic input into revenue growth plans and projections, identifying risks and assumptions.
 - Provide key management information to all relevant stakeholders.
 - Provide expert advice on strategic account Planning , ensuring the buy-in from all internal stakeholders including the Executive team
 - Provide collaborative relationship management with the operational departments to ensure the ongoing effectiveness of Account Management across the organisation at all levels. Influence delivery directors to ensure continued business growth in line with the overall strategic direction.
 - Assist in operating the Customer Relationship Management tool (CRM) developing and implementing new processes, training and compliance regime to meet strategic organisational needs.
 - Ensure the implementation of the Commercial Process; review and refresh the processes to remain current with business practices and organisational requirements.
 - Keep abreast of current developments in own area of expertise and seek ways to apply knowledge in the development of new initiatives; take initiative to plan and maintain professional skills development.
 - Ensure understanding and compliance with all FCDO Services employment policies, rules and procedures; in particular those matters related to Health & Safety, conduct and performance.
- Manage the provision of adequate information, instruction and training for work activities to be conducted safely at all times.

KNOWLEDGE AND KEY SKILLS

Essential:

- Experience of account management at a similar level;
- Customer relationship/contract management and business development experience; able to understand and influence customer and market requirements;
- Commercial acumen and financial management reporting knowledge;
- Adaptable and flexible; able to respond adeptly to changing or conflicting priorities

Desirable:

- Experience of business development in a government or commercial environment;
- Experience of working with customers in the Functional & Geographical cones, either at Post (FCDO or FCDO Services) or in the delivery of services;
- Professional Membership of a professional body relevant to customer base, for example, CIPS or RICS

CORE BEHAVIOURS

Top three for job

- Managing a Quality Service
- Making Effective Decisions
- Commercial Awareness

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ n/a per annum	N
Reports to: (Role Title and Grade)	D7 Head of New Business	
Direct Reports: (Number and grades of staff)	Nil	