

Job title: Account Manager, Commercial Sales

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Commercial Sales
Reports to: Senior Business Manager, Sales, Commercial Sales	
People Management: No ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 7 ▾	Manager's Partnership level: Partnership level 6 ▾
Number of direct reports: none	Partnership level(s) of direct reports: None ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

You will be responsible for making key decisions and taking action on your accounts to maintain alignment with the customer and commercial objectives for each of your accounts, supported and guided by the Commercial Lead or Senior Business Manager. Additionally, you will work in partnership with your internal stakeholders to ensure the delivery of premier service to all customers.

Key Responsibilities:

- **Financial Performance:** Achieve budgeted sales and profit targets, performing in-season re-forecasts as necessary. You will actively cultivate a pipeline of new and existing clients to meet these goals.
- **Relationship Management:** Oversee commercial ties with B2B customers, service providers, and third parties. You will implement business plans focused on sales and profit growth.
- **Compliance & Quality:** Foster mutually beneficial trading partnerships while ensuring all brand and operational standards outlined in customer contracts are strictly followed.
- **Cross-Functional Collaboration:** Coordinate with departments including Finance, Marketing, Supply Chain, and Retail and Operations to fulfill account requirements effectively.
- **Market Expertise:** Serve as a subject matter expert by analysing market trends and data to drive the profitability and expansion of your business area.

The Partnership offers opportunities for personal and professional growth through your Profession. We champion inclusive and flexible working environments to support our diverse community of Partners and customers.

**Primary Outcomes & Accountabilities**

In this role, you will take the lead on primary accounts to manage customer bases or sales propositions effectively, ensuring that profit and sales objectives are met. Working alongside the Commercial Lead and Senior Business Manager, you will help shape the overarching strategy for your proposition and contribute to the development of the associated plan.

A key part of your responsibilities involves overseeing compliance monitoring for operational and brand standards as specified in account-specific contracts. You will be tasked with cultivating robust partnerships with both existing and prospective business accounts, focusing on creating a consistent pipeline of sales opportunities.

Under the mentorship of the Commercial Lead or Senior Business Manager, you will make critical decisions regarding your accounts to ensure they align with established commercial goals. Furthermore, you will collaborate closely with Account Coordinators to guarantee that customers receive exceptional service levels.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession.

Take responsibility for actively engaging with change.

Measures of success

Sales and Profit budgets
Stakeholder engagement and feedback
Customer engagement and feedback

Skills

- **Stakeholder Management:** Focussing on identifying key individuals related to your objectives and building sustainable, collaborative relationships by understanding their priorities and preemptively addressing potential challenges.
- **Commerciality:** Leverages a deep passion for retail and knowledge of external economic factors alongside the Partnership business model to make informed, strategic decisions.
- **Customer Centricity:** Prioritises both internal and external customers by providing differentiated service rooted in Partnership values across all interactions.
- **Results Orientated:** Exhibits persistent drive and determination to reach goals, maintaining focus on solution-based outcomes when facing obstacles.
- **Entrepreneurship:** Displays the courage and curiosity needed to challenge existing norms and pursue unprecedented opportunities to develop new business ventures.



Qualifications & Experience (where applicable)

Essential :

- Previous sales, account management or customer relationship management.
- Experience of working in a customer centric sales environment.
- MS Office and Google application knowledge.

Desirable

- Experience in working with third party propositions is an advantage.

Version	Created/updated by	Date