

JOB DESCRIPTION



SECTION 1 – IDENTIFYING INFORMATION			
Job Title	Customer Executive	Department	Sales
Function	Sales & Category	Site	Home Based, with ability to travel to all Hain Factory and Office sites across the UK.
Date	June 2020	Approved by (manager)	Karl Frestle

SECTION 2 – JOB SUMMARY
<p>This role will be supporting Head of Sales, Customer Controllers & Customer Managers in the Sales Team, seeking to maximise sustainable profitable growth across Hain Daniels Brand and Retail Own Label.</p> <p>Successful candidate must be able to build strong relationships and interface across multiple functions both internally and externally.</p> <p>Supports Head of Sales, Customer Controllers & Customer Managers as required. Through project specific tasks builds experience through “doing”.</p> <p>Role is critical to smooth and efficient running of Customer Accounts, ensuring all administration is kept up to date in line with internal and Customer guidelines.</p> <p>It is a requirement that the jobholder is compliant with Competition Law at all times</p>

SECTION 3 – KEY ACCOUNTABILITIES	INDICATIVE TIME SPLIT
<p>Keep up to date all Internal and Customer administration, including volume forecasts, promotional loading and accruals, EPOS tracking, invoice price file alignment, and new line form creation.</p> <p>Develop expert knowledge of Customer and associated systems and processes, to facilitate administration and information sharing. Keep all systems updated in a timely manner.</p>	60%
<p>Sales and promotional reporting and analysis (against Budget and YOY), sharing insights to build a more robust P&L. Analysing Customer EPOS to track performance/trends.</p>	20%
<p>Work cross functionally across all internal departments, both remotely and at Hain Factory and Office locations. This includes:</p> <p>Category – reviewing market data to compare against Customer EPOS.</p> <p>NPD and Marketing - completing NPD administration and Customer Shopper activation proposals.</p> <p>Logistics – accurate forecasting to help co-ordinate continual supply.</p> <p>Commercial Finance – monitor spend against Budget.</p>	20%

SECTION 4 – EDUCATION & EXPERIENCE	
Education Level	A Levels, preferably Degree level
Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc)	<p>Ideally, minimum of 2 years experience, preferably within a comparable industry.</p> <p>Some sales/commercial experience as well as a broad knowledge on product and process.</p>

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Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc.)	<p>Good communication skills, both internally and externally.</p> <p>Multi-tasker with excellent attention to detail.</p> <p>Project management</p> <p>Work with pace, results focussed.</p> <p>Commercial exposure and ability to deal with customers.</p> <p>Track record of building customer/supplier relationships to ensure the business plan is achieved.</p> <p>Strong competency of Excel and PowerPoint software.</p> <p>Demonstrates behaviours in line with the Company's "ACHIEVE" framework</p>
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SECTION 5 – DIMENSIONS & SCOPE

Budgetary Responsibility	<p>Indirect management of agreed spend.</p> <p>Positive contribution towards Company's NSV & EBITDA targets, as well as overall Balanced Scorecard measures</p>
Other key dimensions (e.g. sales, products, skus, reports, invoices, etc.)	<p>Approval of Customer invoices in line with pre-agreed budgets.</p> <p>Updating sales forecast with guidance from Customer Manager.</p> <p>Completing promotion nominations aligned to Finance/Category/Marketing guidelines.</p> <p>Preparation of weekly/monthly reports on customer performance.</p> <p>Understanding of Customer and competitor set, sharing insights internally.</p>

SECTION 6 – CONDITIONS OF ROLE

State any conditions for role	<p>Role will be office based, with some flexibility to work from home on occasion.</p> <p>Some travel may be required to Customers and Hain Sites across the UK.</p> <p>This role may include overnight stays.</p>
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SECTION 7 – POSITION IN ORGANISATION

Peer Positions	PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART
Reports to: (dependant on Division & customers) Head of Sales, Customer Controller, Customer Manager	
Works alongside and in collaboration with: Customer Manager, Category Manager, Marketing Manager, Finance Manager	
Line management: N/A	

SECTION 8 – SIGNATORIES

Job Holder Signature		Manager Signature	
Name		Name	
Date		Date	