

<p>Role Mandate</p> <p>Job Title:</p> <p>Function /CFBU:</p> <p>Dimensions of the Job:</p> <p>Reports to:</p> <p>Location:</p>	<p>Key Account Manager (Pharma Services)</p> <p>Phoenix Pharma Services</p> <p>Sales and customer management activities for c£700m product sales and service revenue from pharmaceutical and medical device manufacturers</p> <p>Group Pharma Services Controller</p> <p>Field Based Role</p>
<p>Job Summary:</p>	<p>This is a field based role that will report directly into the Group Pharma Services Controller and will be responsible for strategically developing relationship with Pharmaceutical, Medical Device and other Healthcare Manufacturers with an annual value of up to £300m.</p> <p>They will support and deliver the PHOENIX proposition and ensure that its implementation and delivery meets the needs of our manufacturer clients and that we meet our revenue targets and build on our market share profitably.</p>
<p>Responsibilities :</p>	<ul style="list-style-type: none"> • Deliver against revenue, EBIT and cost budgets for the Pharma Services Channel. • The KAM will be the central interface between PHOENIX and it's key strategic manufacturer clients • They will be responsible for managing individual strategic accounts and for developing other and new client accounts. • By supporting, developing and retaining Manufacturer clients the KAM be responsible for the ongoing and profitable growth of PHOENIX. • They will ensure that they implement solutions to retain existing business and grow share of potential revenue opportunities. • The solutions implemented will require changes to process and ways of working and the KAM will be responsible for engaging with other CFBU and Support Functions to ensure that we have the ability and are able to invest in these changes. • The KAM will ensure implementation and delivery of agreed promotional programmes and sales activities commissioned by manufacturer clients through the relevant channels through effective management of internal and external cross-functional relationships. To include tender responses and commercial proposals. • Represent Phoenix Group in industry and representative meetings. • Act as part of the Pharma Services team management group in delivering against the 2022 growth strategy.

Leadership

- Visible role model for the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
- The KAM will play a lead role in managed a complex web of relationship within the Pharmaceutical Industry ranging from MD, FD, Procurement, It, Commercial, Supply Chain and Sales Teams
- The KAM will be required to leverage client supply chain requirements to win direct business.
- Developing Finance capability in the understanding and applying of best practice, and policies to ensure consistency of risk.

Key Experience, Knowledge, Skills & Qualifications:

Key Experience

- Strong client management skills will be required, complemented by a high degree of commercial acumen, influencing skills and project/ programme management capabilities.
- Experience in agreeing and managing partnership plans with the clients.
- Experience of developing and maintaining a customer proposition through working with key internal and external stakeholders
- Experience in an operational B2B environment, ideally within the pharmaceutical sector or another regulated supply chain.
- Experience in implementing internal business plans and achieving key organisational priorities and objectives.
- Ability to lead cross functional teams at various levels of management (internal and external including Board members) and motivating all parties to achieve goals without direct line management authority.
- Ability to agree the strategy for commercial tenders, with relevant input from the management teams across the business is fundamental to the success of the role.
- Experience of delivering commercial and ideally patient focussed programmes in partnership with NHS customers, manufacturers' brand and operational teams and B2B service providers.
- Experience of public sector and manufacturer procurement processes.

Knowledge and skills

- Good knowledge of the clinical, commercial and supply chain drivers of the pharmaceutical market and the ability to translate this into strong propositions.
- Ability to understand the needs of patients and how new services can be developed and existing services can be improved within legal and health policy constraints.
- Good commercial judgment, communication, influencing and negotiation skills.
- Realises goals while considering costs, benefits and risks.
- Motivated to continuously improve and achieve excellence.
- Ability to influence and collaborate across functions and levels.

Qualifications

- Graduate, Desirable but not essential - ABPI qualified
- Negotiation & Management qualifications

Key Interfaces

External – key manufacturer client and prospect decision-makers and opinion leaders, manufacturer client sales and marketing contacts.
Internal – Speciality and other CFBU leadership teams, Phoenix UK and Europe support function stakeholders responsible for delivering channel proposition .

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Business

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Customer

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Quality

People

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement