Role Mandate	
Job Title:	Key Account Manager
Function /CFBU:	Pharmacy Services /Numark
Dimensions of the Job:	No Direct Reports
Reports to:	Key Account Controller
Location:	Field based across the UK
Job Summary:	The primary role of the Key Account Manager is growing sales and Numark membership by developing a portfolio of Regional Multiple Pharmacy groups and also to manage our business with selected National Accounts.
Responsibilities:	The successful candidate must demonstrate an in-depth understanding of the Pharmacy industry and the key challenges facing Key Account customers (defined as groups with 10+ stores). The KAM will have responsibility for identifying opportunities for business growth by utilising both our commercial and service offerings through Numark to gain new business. The KAM will also be expected to proactively raise opportunities and be able to overcome challenges and find solutions as a member of the Pharmacy leadership team. Creating effective & compelling business proposals and presentations, utilising strong commercial acumen and analytical ability. Demonstrate a strong understanding of the profitability of each category. The ability to manage the profit mix when developing business proposals. Creating a strong first impression and impact with Key customers. Ability to identify initial opportunities for discussion with currently non- trading accounts i.e. new customers. Ensure selected customers are aware of the full Numark offering, through providing comprehensive summary and prioritising areas of most interest to gain new business Conducting regular business reviews with a selected portfolio of customers and using these to identify further opportunities for growth. Maintain a thorough knowledge of Key Industry trends through attending appropriate Industry events such as AIMp (the Association of Independent Multiple Pharmacies), the main group representing Independent Multiples.

DRAFT

Work in conjunction with the Manufacturing services team to identify opportunities for gaining Ethical sales through dual RWA agreements with National Customers and vertically integrated chains including Boots, Lloyds, Well, and potentially Tesco, Sainsbury, Asda and Morrisons.

Reporting responsibilities including the development and management of the KAM agreed monthly/quarterly/annual targets. Reporting these back at the appropriate forum.

Report to the business those areas of concerns/new ideas identified by Key Account customers. Take responsibility for ensuring appropriate action is taken to rectify issues.

Liaise with relevant departments within Numark/Phoenix to ensure that all leads/requests are completed in a timely and effective manner.

To help shape the future strategy of the Sales team, through providing appropriate feedback from the customer base to help identify growth opportunities and potential revenue streams.

General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
- Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.

Key Experience, Knowledge, Skills & Qualifications:

Essential:

• Strong commercial acumen
• Analytical ability
• Negotiation and persuasion skills
• Good communication and presentation skills
• Advanced computer skills including outlook, excel, power-point and word.
• Well organised with good time management skills
• Comprehensive knowledge and understanding of pharmaceutical retail and wholesale industry
• Full driving licence

Desirable:
• Educated to degree level
• Coaching skills
• Knowledge of Pharmacy service provision and its impact on the Pharmacy P&L

DRAFT

Key Interfaces	Internal departments: Sales Admin, Customer Services, Operations &, IT Numark Head office & all Group businesses functions, PSUK, NuPharm, Nucare Externally: Existing & potential customers at a senior level, Manufacturers Sales teams, Industry bodies Partner Organisations: Rx systems, PharmAssist

DRAFT

PHOENIX group

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- 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)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

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

Business | **Customer**

Quality | **People**

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has 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 area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

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

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own 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