

Head of Key Account Management

The Head of Key Account Management will be responsible for executing the global Key Account Strategy to meet the short; medium and long-term strategic goals within a growing portfolio of international customers. The Head of Key Account Management carry their own account portfolio while ensuring that the Key Account Team as a whole are maximising the customer experience and growth potential within the existing account base. This will include regular business reviews and an innovative approach to driving customer success.

Key Account Strategy

- Implement appropriate account planning and business reviews with customers
- Identify new opportunities for Abingdon Health within existing accounts
- Establish and build relationships with the principals at the customer business
- Achieve pre agreed growth targets for contract development, manufacturing and Smartphone reader solutions
- Work with technical staff and other internal colleagues to provide innovative solutions to meet growing customer needs.

New product Introductions

- Present new products and services as and when required
- Develop an understanding of the customer portfolio products and market to enhance the support and services that can be made available

Business Development Planning

- Attend regular customer meetings
- Attend industry functions, such as association events and conferences, and provide feedback and information on market and creative trends
- Present to and consult with senior level management on customer trends
- Demonstrate personal account planning skills and knowledge in developing tailored customer solutions

Management and Research

- Track and record activity on accounts and ensure that data generated by the key account team is accurately entered and managed within the company's CRM
- Provide management with accurate customer sales projections and forecasts
- Assist with the preparation and negotiation of contractual agreements
- Prepare presentations, proposals, plans, contact reports as necessary
- Input into the group sales and marketing plan as required
- Ensure that field intelligence is fed back into the company

General requirements

- Head/Senior Key Account Manager Role for Abingdon Health Ltd. is field based but will require UK and international travel to related meetings where required
- The primary role of the Head/Senior Key Account Manager is to ensure that the services provided to the customer are appropriate and exceed customer expectation
- The Head of Key Account Management will be an exceptional communicator in both written and oral presentation

- As well as managing the Key Account Team to success, the Head of Key Account Management will also retain their own portfolio of customers.

Skills/Competence

Essential

- Minimum 5 years' experience in B2B sales preferably within a lifescience or related business, with at least 2 years demonstrable success in the execution of an account management role
- A demonstrable record of success in sales & account growth
- Strong written and oral communication skills
- Computer literate (Office packages & CRM)
- Ability to travel for up to 2 weeks at a time in an 8-week period

Desirable

- Experience in a lateral flow, immunoassay sales environment
- Familiarity with antibody-based assays
- Experience of Miller Heiman or equivalent professional training in both opportunity management and account planning and management
- Ability to lead and mentor
- An additional European Language (German, French, Spanish or Italian) is desirable though not essential

Qualifications

- Degree or higher in a scientific subject or equivalent professional experience (5+ years)

Reporting

- The position reports to the SVP, Director of Global Sales

Location

- Field Based – UK with global customer base

Package

- Competitive

About Abingdon Health

Abingdon Health is a technology-enabled lateral flow diagnostics company providing innovative rapid testing solutions to a multi-industry, global client base. Located across 3 UK sites, Abingdon Health provides specialist assay development and Smartphone reader division alongside Europe's largest lateral flow rapid test manufacturing capacity. By combining a multi-disciplinary approach with precision automation Abingdon Health assures product consistency and security of supply for the most complex of assays and markets. Abingdon Health takes projects from initial concept through scale-up and into high-volume manufacturing in addition to accommodating clients looking to transfer their rapid test from third-party developers or manufacturers.

Abingdon Health is headquartered in York, United Kingdom with locations in Doncaster and Birmingham. Visit www.abingdonhealth.com.