

**ACCOUNT DEVELOPMENT MANAGER**

**Person specification:**

Client-focused, friendly, and diplomatic, commercially aware, target-driven, and able to sustain professional relationships. Must be creative, able to develop new ideas, and possess strong leadership skills with the ability to manage and motivate a team**.**

**Requirements:**

- Minimum 2 years of relevant work experience in a similar role, with additional experience in team management.

- Strong positive communication skills, fluency in English and French (written and spoken), empathy.

- Good knowledge of our destinations Great Britain and Ireland, IT literate, experience with Tourplan.

- Proven ability to manage, develop, and lead a team to achieve targets and goals.

**Reports to:** Head of Sales and Account Development

**Job specification:**

- Team Management: Oversee a small team of sales and product executives, ensuring that they are motivated, well-trained, and performing to the best of their abilities. Provide leadership, guidance, and support to the team, fostering a collaborative and productive work environment.

- Client and Sales Management: Build and manage client relationships and drive the sales growth of those clients. Serve as the first point of contact for clients and take responsibility for their performance and satisfaction.

**Key Tasks:**

Team Leadership:

- Provide daily management, support, and development to the team, ensuring alignment with the company’s sales strategies and objectives.

- Conduct regular performance reviews and provide constructive feedback to help team members improve and achieve their targets.

- Ensure that the team adheres to company policies, processes, and standards.

- Identify training and development needs within the team and facilitate relevant training sessions.

Client and Sales Responsibilities:

- Understand and develop a strong commercial relationship with our clients, specifically knowing what type of tour they prefer, their market position (cheap, luxury, mid-range), and the products that are most suitable for maximum sales.

- Understand the market and the competitive landscape and pressures, and work with the client to grow their business and our business with them.

- Understand the clients’ sales cycle, ensuring we are quoting for the right business at the right time to maximize our share of the clients’ overall business and to help grow the clients’ overall business.

- Generate new business: achieve the agreed annual new business revenue and margin target for the UKI territory. Ensure a pipeline and prospects list is maintained and quantified for this and the next season; develop and onboard new business and new clients from the assigned territory.

- Meet our clients’ requirements and match this information with our product database to ensure that the best possible itinerary is planned and that opportunities for increasing sales revenue are maximized by suggesting additional services.

- Create touring itineraries with your clients to gain sales and a competitive advantage in the market. Prepare itineraries, costing, and quotations for Groups with the help of Tourplan. (Liaising with the client and colleagues internally)

- Ensure price and margin of our offer are competitive and profitable, within the company's pricing guidelines.

- Follow up with the client in a timely way to convert offers and quotes into profitable sales with client satisfaction.

- Liaise with internal teams during and after the sale; liaise with your client as appropriate, and/or resolve client queries.

- Ensure that the details of your portfolio of clients are effectively recorded in the company CRM and reporting systems.

**- \*\*Additional tasks:\*\***

Meet the end-to-end needs of the client with particular attention to:

- Liaising with the hotel placement team for quotations where necessary.

- Liaising with colleagues to ensure that itinerary checking, documents, and operational requirements are delivered.

- Flexibly support team members of the same region to fulfil their roles as needed, for business reasons such as productivity, expertise absence, illness, etc.

This job description is intended only as a guide to the main responsibilities and in no way intends to restrict any individual in the performance of other duties as may be required by the Company.