

axiom

Job Role Definition for  
Account Manager

[AXIOMVACANCIES@AXIOM-MS.COM](mailto:AXIOMVACANCIES@AXIOM-MS.COM)

[AXIOM-MS.COM](http://AXIOM-MS.COM)

<b>Name:</b>			
<b>Job Title:</b>	Account Manager		
<b>Department/Section:</b>  Business Development	<b>Reports to:</b>	Business Development Manager	
	<b>Date approved:</b>	November 2024	

**Main Purpose of Role**

To gather client requirements, develop an implementation schedule, produce quarterly/monthly sales forecasts, manage delivery and service to the customer.  
 Monitor and feedback all aspects of program performance – including but not limited to program management, material sourcing, financial goals, issue management and escalation, risk management, compliance, security, and client satisfaction.  
 Grow the revenue and profitability of the customer with the wider Commercial team.

**Outcomes of Role**

- Accurate Customer Sales Forecast that reflects, Sales, Costs and Margin
- A clear & defined understanding of each Customer, their needs, their products which is accurately communicated and aligned with Axiom operational strategy.
- Increase contribution/profit margin for each Customer.
- 100% OTIF Target
- Supply Chain improvement identified with minimal inventory alongside procurement.
- Sales Growth
- Axiom is viewed by the Customer as a strategic partner.

**Reporting Structure**

Reporting to:

```

    graph LR
      MD[Managing Director] --> BDM[Business Development Manager]
      BDM --> AM[Account Manager]
  
```

## Job Scope

### Responsibilities

- Work with multi discipline teams to ensure that projects are delivered to time cost and quality.
- Contribute to the strategic agenda of the business unit taking a commercial approach to activities.
- Ensure deliverables are provided on-schedule and with appropriate accuracy and completeness.
- Ensure in progress management reviews are scheduled and tracked appropriately.
- Measure, monitor, and report progress to Axioms leadership team.
- Identify areas of potential growth in existing Axiom programs, and work through clients to seek additional business.
- Regularly interact with outside customers, functional peer groups and senior management, conducting presentations of technical information concerning specific projects/schedules etc., to gain cooperation of others.
- Prepare moderately complex proposals, handle contract negotiations and administration of contracting activities and interact with customers in accordance with company's policies and procedures, applicable laws, customers' requirements, and sound business judgment.
- Establish and maintain cost/schedule baselines, develops Work Breakdown Structures (WBSs) and related dictionaries, perform Estimates at Completion (EACs), and possess a complete understanding of related financial policies.
- Perform risk management, including the development of Risk Identification and Mitigation plans.
- Ensure that all company operating values and compliance procedures are adhered to at all times, including quality management, health and safety, legal stipulation, environmental policies and general duty of care.
- Produce and action the Account Plan for allocated customers
  - Identifying strategies & targets for growth
  - Understand the past, present and future needs
  - Developing contact map & relationships
  - Identifying and neutralising all competitive threats
  - Monitor and communicate Customer Satisfaction levels
- Understand the Customers' products
- Understand the processes within the customer business
- Project manage allocated RFQ's (requests for quotes)
- Have an overview of and monitor ongoing NPI for accounts
  - Commercial – confirm meets requirements
  - Material – supply chain solution check
- Act as escalation point for customer sales forecast issues
- Feedback ideas into business in order to 'delight' customer – product & processes
- Manage end of life products and/or customers
- Develop & improve account management process
- Drive Axiom role in customer new product development process
- Ensure that all company operating values and compliance procedures are adhered to at all times, including quality management, health and safety, legal stipulation, environmental policies and general duty of care.
- Any other duties deemed necessary

## Authority Levels

- To be agreed with your Line Manager

## Person Specification

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<b>Skills</b> (include professional or educational qualifications required)	
<ul style="list-style-type: none"> <li>• Project Management skills.</li> <li>• Ability to delivering projects and programmes to time, cost and quality.</li> <li>• Ability to maximising customer potential to support greater throughput of revenue.</li> <li>• Be highly computer literate with an excellent working knowledge of all Microsoft Office Suites</li> <li>• Be confident with excellent interpersonal/presentation skills and have the ability to communicate at all levels within an organisation</li> <li>• Have a flexible approach and be able to work to a high level of accuracy with the ability to meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Ideally from a defence / aerospace &amp; security environment</li> </ul>
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Be able to demonstrate experience in a customer facing, account/project management role preferably within a manufacturing environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with defence platforms</li> <li>• Knowledge and experience of working with classification at Restricted and above</li> <li>• Knowledge and experience of working in a Defence / Aerospace &amp; Security manufacturing &amp; engineering environment.</li> <li>• Experience of working in a defence engineering design environment</li> </ul>

## Competencies

### Leading and Deciding

- Makes prompt, clear decisions which may involve tough choices or considered risks.
- Takes responsibility for actions, projects and people.
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity.

## Supporting and Cooperating

- Demonstrates an interest in & understanding of others.
- Listens, consults others and communicates proactively.
- Upholds ethics and values and demonstrates integrity.

## Interacting and Presenting

- Builds wide and effective networks of contacts inside and outside the organisation.
- Establishes good relationships with customers and staff.
- Relates well to people at all levels.
- Makes presentations and undertakes public speaking with skill and confidence.
- Responds quickly to the needs of an audience and to their reactions and feedback.

## Analysing and Interpreting

- Writes convincingly in an engaging and expressive manner.
- Develops job knowledge and expertise through continual professional development.
- Breaks information into component parts, patterns and relationships.
- Probes for further information or greater understanding of a problem.

## Creating and Conceptualising

- Think outside of the box.
- Bring a fresh approach to existing work practices and procedures.
- Do not be afraid to suggest change

## Organising and Executing

- Works to a Clean Desk policy.
- Effective time management skills
- Ability to meet, set and exceed deadlines and Targets

## Adapting and Coping

- Manage change, when expected and more importantly, when not expected.
- There is always someone to turn to for support within the team.

## Enterprising and Performing

- Be confident in getting other people to buy into your ideas
- Lead by example
- Monitor progress and achievements

HR Manager Name: \_\_\_\_\_

HR Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Job Holder Name: \_\_\_\_\_

Job Holder Signature: \_\_\_\_\_

Date: \_\_\_\_\_