

## **Global Account Manager**

<b>Job Title</b>	Global Account Manager, Corporate Sales
<b>Grade</b>	Dependent on experience
<b>Contract</b>	Permanent
<b>Location</b>	EMEA
<b>Reporting</b>	Assistant Manager, EMEA Marketing & sales
<b>Job Purpose</b>	The jobholder is responsible for the development of account managed clients to deliver revenue targets. The key objective is to drive sales performance through the implementation of the sales dealing strategy across the portfolio, maximising revenue contribution from the global, especially EMEA, market place and successfully managing and developing the sales strategy across all regions.
<b>Duties and Responsibilities:</b>	<ul style="list-style-type: none"> <li>- Build and maintain strong and effective commercial relationships with the assigned accounts to leverage ANA's market position and develop revenue and market share</li> <li>- Act as a lead global account manager for ANA global corporate contracts while utilising the metal neutrality selling principle with Joint Venture partners</li> <li>- Account manage complete sales cycle (identification, acquisition, negotiation, implementation, development and retention) across all points of sale for a portfolio of global accounts.</li> <li>- Proactively manage business and strategic requirements shaping and challenging working practises to continually improve performance</li> <li>- Brief and coach all sales staff on global account agreements, products and promotions and communicate and update account activity via salesforce.com</li> <li>- Work closely across EMEA and global sales teams to ensure a high standard of Account Management and lead new initiatives to develop and enhance our commercial strategy</li> <li>- Strong understanding of global business activities for own customer portfolio along with the ability to analyse complex data to determine revenue opportunities for ANA, Joint Venture and Star Alliance partners</li> <li>- Maintain knowledge of industry and market place pricing and products</li> <li>- Administer and monitor performance through relevant account plans and set account strategy</li> <li>- Prepare qualified global account reports for internal &amp; external stakeholders a monthly basis using relevant data sources</li> <li>- Participate in client events, conferences and other external events to build industry rapport</li> <li>- Maintain appropriate levels of client contact to provide optimum attention to Global Corporate revenue.</li> <li>- Ensure that Global account contracts &amp; RFP are prepared and implemented in a timely manner.</li> <li>- Provide recommendations to develop commercial strategy and enhance Global Corporate sales.</li> </ul>

<b>Knowledge, Qualifications &amp; Skills</b>	<ul style="list-style-type: none"> <li>- Education: Bachelor's degree or above</li> <li>- Fluent in English - written and spoken</li> <li>- A minimum of 5 years' experience in airline sales or a related field with a proven expertise in advanced negotiation techniques</li> <li>- Knowledge of Global Account Management and of global Request For Proposal(RFP) handling</li> <li>- Knowledge of 1A Global Distribution System (GDS)</li> <li>- Ability to communicate effectively at all levels</li> <li>- Ability to analyse, interpret and present statistical data to senior management</li> <li>- Strong interpersonal skills with a natural flair for building and retaining relationships</li> <li>- Good time management skills with the ability to prioritise workload to meet tight deadlines</li> <li>- Proven ability to handle multiple projects simultaneously.</li> <li>- Demonstrated expertise in sales</li> <li>- Ability to work independently</li> <li>- Proven ability to identify business opportunities</li> <li>- Ability to work under pressure with confidential data and with a high degree of accuracy</li> <li>- Ability to think creatively</li> <li>- Experience using Salesforce &amp; MORE data reporting tools is essential.</li> <li>- Excellent knowledge of MS Office</li> </ul>
<b>Contractual Hours</b>	37.5 hours per week
<b>Working Hours</b>	<ul style="list-style-type: none"> <li>- 09:00 -17:30 Monday-Friday</li> <li>- Office based but potentially hybrid available</li> </ul>
<b>Benefits, conditions and regulations</b>	<ul style="list-style-type: none"> <li>- Company pension</li> <li>- Commuting Allowance</li> <li>- Subsidised Gym membership</li> <li>- Life insurance</li> <li>- Private medical insurance (Currently includes dental and optical cover)</li> <li>- Sick pay</li> <li>- Meal Allowance</li> <li>- Flight benefits</li> </ul>
<b>How to apply</b>	<ul style="list-style-type: none"> <li>- Please send your CV to <a href="mailto:recruitment_emea@ana.co.jp">recruitment_emea@ana.co.jp</a></li> <li>- Please note, only successful candidates will be contacted.</li> </ul>
<b>Closing Date</b>	- 31 January 2025
<b>Others</b>	- <b>All applicants must have the right to work in the UK</b>