

EMEA Key Account Manager

Job Title	Key Account Manager Responsible area: UK and Ireland
Location	Hammersmith, London
Contract	Permanent, Full-time
Duties and Responsibilities	- Monitor market performance, competitor activity and customer trends, providing commercial insight and recommendations to support revenue growth, strategic decision-making and future business opportunities. - Negotiate contracts and terms of service agreements with partners to ensure mutually beneficial partnerships. - Responsible for the end-to-end management of strategic partnerships, ensuring optimised sales performance, brand integrity and adherence to ANA commercial directives. - Manage key accounts, develop and maintain strong relationships with partners. - Build and maintain strong relationships with partners. Act as the primary point of contact for trade partners and ownership within ANA, addressing inquiries, resolving issues, and nurturing partnerships. - Using the CRM, maintain accurate customer records, commercial opportunities, account plans and pipeline activity within Salesforce to support forecasting, reporting and effective commercial planning. - Collaborate proactively with Sales Planning, Marketing, Pricing, Operations and Inside Sales to align commercial priorities, share market intelligence and deliver coordinated customer solutions. - Manage budgets and financial aspects related to assigned portfolios/Area. Ensure that ANA meets revenue and profitability targets while providing value to partners. - Attend industry events, conferences, and trade shows to build relationships, gain insights, and promote ANA's products and services. - Create and deliver compelling sales presentations (offline or online) to partners, highlighting ANA's services, routes, pricing, and any exclusive benefits for travellers. Customise offerings to meet the specific needs and preferences of trade partners. - Plan and execute marketing campaigns and promotions and provide post campaign feedback.

Knowledge, Skills and Qualifications	- Proven history of success in account management, preferably in the airline industry. - An understanding of Modern Airline Retailing. - Experience dealing with Business Travel and Leisure Agents. - Excellent communication, negotiation and presentation skills. - Strong analytical skills with a solution-oriented approach to business challenges. - Strong interpersonal skills and the ability to build and maintain relationships. - Highly adaptable to lead individual initiatives or contribute to collective group goals as a team player. - Deep understanding of financial drivers and a results-oriented approach to achieving KPIs. - Attention to detail. - Resilience, creativity, and innovation mindset - Business level of English is essential. Japanese and other European languages are highly advantageous.
Salary	Competitive
Working Hours	37.5 hours per week
Benefits, Conditions and Regulations	- Company Pension - Subsidised Commuting Allowance - Subsidised Gym Membership - Life Insurance - Private Medical Insurance (Currently includes dental and optical cover) - Sick Pay - Meal Allowance - Flight Benefits
Expected Start Date	October 2026
How to Apply	Please send your CV in English to: recruitment_emea@ana.co.jp with the subject "Application for Key Account Manager LON – Name"
Closing Date	28 August 2026
Others	All applicants must have the right to work in the UK. This position will also be advertised externally.