

Job title:
Account Manager

Hours:
35 hours per week,
Mon – Friday, 9am-
5pm

Location: Home Counties
Covering Luton, St Albans, North
London and North West London
Postcodes covered include LU, AL, N
and NW

Salary:
up to £40,000 per annum, plus
OTE of up to £55,000, plus
annual bonus, Company Car,
mobile phone and laptop.

Responsibilities:

1. Acquire, develop and maintain relationships with new and existing customers to generate profitable business, ensuring that agreed service levels are met by providing a professional, enthusiastic and knowledgeable manner at all times.
2. Take every opportunity to utilize the full MotoNovo sales proposition to achieve growth in KPI performance which includes but is not exclusive to New Business performance, Profitability performance, Quality, innovation and brand measurements
3. To plan and implement an effective sales development strategy for the territory to increase new business from new and existing dealers. Activities include maintaining a comprehensive Territory Analysis.
4. Achieve Key Performance Indicators as agreed in Objectives.
5. To professionally review key relationships, including funded dealers, to evaluate and recommend actions to manage risk and reward.
6. Maintain an up to date knowledge of competitor activities and market related data.
7. Develop self and role by identifying training and development needs in conjunction with RM. To fulfill all activities as required by the Account Manager Development Program.
8. Ensure preparation is to the required level for monthly performance reviews with line management



9. Manage own personal expenses (e.g. travel and motor, mobile phone, dealer entertaining, etc.) in accordance with Company policy
10. Maintain a comprehensive and up to date knowledge and understanding of MotoNovo Finance products and services, providing accurate information and proactively promoting them where appropriate
11. Maintain an up-to-date knowledge of regulatory and legislative information related to MotoNovo Finance products and services (e.g. ICOB, FCA Rules, Money Laundering, Data Protection, etc.) as advised by Line Management. Ensure all Money Laundering issues are reported appropriately.
12. Maintain good knowledge and understanding of all relevant policies and procedures relevant to the role, being compliant with these policies and procedures at all times.
13. Treat customers fairly and aim to deliver fair customer outcomes in all of our day-to-day processes.
14. Work as part of a team – supporting, motivating and assisting colleagues in the operation of the department and throughout the business.
15. Recognise, recommend and where appropriate implement improvements to processes and procedures, ensuring that the efficiency, effectiveness and compliance of the department is maintained and activities are in line with current methods. Encourage ideas and suggestions from employees to help achieve strategic aims.
16. Ensure that all system based records are maintained in an accurate and timely manner (and ensure that data integrity is maintained at all times) as prescribed by regulatory, legislative and company procedures.
17. Continue to develop self and role by studying relevant training materials and product information and continually develop and improve product knowledge.



18. Regularly review and evaluate management information to maximise the performance of the department.
19. Ensure that prompt and regular communication and support is maintained between all internal and external parties to ensure seamless and consistent service levels are maintained at all times, reporting exceptional matters to line management.
20. Maintain and review department policies and procedures, or create new ones as required to ensure they are sufficiently robust. Ensure processes are adhered to fully, recognising, recommending and where suitable implementing improvements.
21. Establish efficient operating standards to ensure that all costs are controlled and monitored in accordance with approved budgets and in addition to promote a culture of cost consciousness throughout the Company.
22. Undertake any other reasonable tasks as requested by line management.

