**ACCOUNT MANAGER – ARMED FORCES ENGAGEMENT PROGRAMMES**

**The Role**

The primary task of the Mission Automotive Account Manager is to promote good Armed Forces Covenant behaviours and enable and support members of the Armed Forces community, including service leavers, veterans, military spouses/partners and wounded, injured and sick candidates into work in order that they become exemplars for others to follow.

The Account Manager is to immerse himself/herself in a number of Mission Automotive clients – develop relationships across an organisation, understand the areas of need and the mapping of job specifications, and harness Mission Motorsport and other relevant organisations behind them to generate and support all Armed Forces engagement activity.

**Duration**

The Account Manager's position is a full-time contract.

**JOB SUMMARY AND PERSON SPECIFICATION**

**Job Title:** Account Manager – Mission Automotive

**Reports to:** CEO Mission Motorsport

**Based at:** Home based with regular travel

**Salary:** £25000 - £27000

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| **JOB PURPOSE** |
| To source, develop and manage a portfolio of potential Mission Automotive partners  To deliver Mission Automotive services to partners  To act as the Subject Matter Expert lead on all Armed Forces Engagement matters |
| **KEY RESPONSIBILITIES** |
| Maintain good relationships with partners to maximise the value of those relationships.  Identify key contacts at potential partners companies to establish & foster a relationship.  Participate in one-on-one meetings with partners to explain services.  Understand the problems and challenges of clients and identify ways the business could better address those needs.  Monitor and assess activities of partners to proactively satisfy and retain them.  Provide excellent service in order to maintain a positive reputation for the organization.  Resolve any complaints in a prompt and professional manner.  Work with employers to determine future skill requirements.  Ensure accurate and timely recording of beneficiary and employer activity. |
| **KEY ROLE CHARACTERISTICS** |
| The proven ability to build relationships, and sell people and ideas within a business context  A confident communicator able to articulate and deliver concise and compelling briefs at all levels up to C-Suite  A good understanding of the UK Armed Forces and transferable skills and nature of former and serving military personnel  Exceptional organisational skills  Motivated self-starter with a commitment to duty of care and the ability to work co-operatively within an integrated team dedicated to achieving successful outcomes for beneficiaries.  Proven track record of initiating and managing high level and influential external relationships.  Proven ability to deliver outputs against demanding schedules. |
| **Desirable Knowledge, Skills & Experience** |
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| Experience of working with employers in the placement of candidates facing barriers to employment. |
| An empathy with and a good understanding of Armed Forces personnel, veterans and their employability in particular wounded, injured & sick (WIS) personnel. |
| **Key Competencies & Behaviours** |
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| Demonstrate the ability to build rapport quickly and to understand needs, wants and expectations. |
| Displays a positive, empathetic, patient, polite and friendly manner |
| Manage challenging situations in a calm and appropriate manner |
| Displays the highest levels of integrity, confidentiality and commitment |
| Responds quickly to changing demands and demonstrates strong skills in prioritisation and time management |
| Works within a range of environments and working cultures, adapting personal style accordingly |
| Leads and drives work forwards with minimal direction |
| Analyses information quickly and communicates in a concise and articulate manner |