

About the job

We are looking for a Subject Matter Expert to act as an industry expert within various product ranges, offering consultancy and expertise as a way of adding value to the client. The purpose of the role is to grow accounts in both revenue and profitability through a diverse range of activities and developing relationships with both customers and suppliers.

Job title: Subject Matter Expert

- Reporting to: Co-CEO
- Contract type: Permanent
- Hours: 40 hours per week
- Location: Poole
- Holiday: 30 days paid (inc. bank holidays)

What you will be doing

- Accountable for building and managing relationships with internal customers and external customers such as non-commercial relationships (hotel operations, health and safety, public health, housekeeping).
- Accountable for nurturing an account to ensure it grows to its full potential.
- Work closely with clients to ensure involvement with their strategic planning and how we can support.
- A good working knowledge of product creation & delivery, change control, product definition and change management processes.
- Excellent communication and interpersonal skills, with influencing and engagement skills.
- Working closely with the internal account support to ensure customer expectations are met and products are delivered on time.
- Influence the direction of accounts you look after and proactively engage with the client to decide on the appropriate range of products they require.
- Work with the DMD to input into the annual budget setting for clients and establishing the growth targets.
- Research sufficiently to enable you to act as the industry expert, thereby offering clients consultation on relevant products and processes.
- Proactively work with colleagues internally and with clients to improve the profitability of their accounts.
- Interrogate client accounts, conducting regular reviews of pricing and opportunities for margin growth and price increases.
- Source products in response to clients' requests and use this information to anticipate future needs.
- Ability to calmly deal with client queries and concerns with high levels of professionalism and creativity, providing solutions to their problems.

Skills & experience needed

- B2B or B2C sales and customer management experience
- Experience within the leisure, retail and/or hospitality industry preferred.
- Demonstrable experience building and developing profitable long term customer relationships
- Strong commercial acumen (ability to analyse and interpret data leading to additional business opportunities and wins)
- Appetite to develop both product and industry knowledge
- Ability to build strong relationships with both customers and colleagues
- Experienced negotiator able to manage discussions with a win/win achieved each time

What's in it for you

- Modern open plan office
- Monthly profit share bonus scheme
- Holiday buy-back scheme
- Company sick pay
- Free onsite parking
- Perks at Work scheme
- 'Tuck shop' snacks
- Free lunch every Friday
- Cycle to Work scheme
- Complementary Birthday vouchers
- Subsidised workplace massage
- Management team 'Giveback Days'
- Eye care vouchers
- Employee Assistance Programme (EAP)
- Company social and corporate events

Who we are

Tower is a trusted partner delivering high-performance solutions through deep sector knowledge, creative thinking and data-led innovation.

What we do

Our ability to solve large and complex customer challenges through a consultative, process-driven approach is the foundation of our customer partnerships. With deep sector knowledge and product expertise, Tower consistently delivers high-performance outcomes.

How we do it

Tower goes beyond supply and delivery to drive measurable impact through ambitious, well-planned rationalisation, standardisation, and consolidation projects. We apply rigorous analysis and provide solutions that consistently reduce costs, minimise product usage, and enhance operational efficiency. Our agile solutions boost sustainability and improve staff wellbeing with comfort, safety, and happiness across diverse working environments.

Why we do it

We believe better outcomes are always possible. That's why we challenge convention, simplify complexity, and create solutions that deliver lasting value for our customers, their people, and the planet.

Where you work

Our open plan office encourages teamwork and communication. You will be working in a respectful environment surrounded by people that care about you just as much as our

customers. We also believe diversity is the key to a success. That means your voice will always be heard no matter your role, and there will always be the opportunity to make a big impact.

Who you are

You are a highly knowledgeable and experienced subject matter expert who is passionate about driving excellence and innovation within your field. The ideal candidate will be able to build strong, trust-based relationships with customers and demonstrate strong communication skills. You are someone that identifies opportunities to grow revenue upselling, cross selling expanding on existing multiple accounts along with product sourcing. You will have a strong understanding of IT systems and Excel. You will be someone that is driven and enthusiastic about working in a fast-paced environment.

If you have previous experience in key account management or a similar role within the retail and/or hospitality industry, we look forward to hearing from you.