

Subject Matter Expert

Job title: Subject Matter Expert

Function: 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

Lines of Communication:

- Upwards – Director of Cruise
- Laterally – Cruise Team

Responsibilities:

- To – Director of Cruise
- For- Cruise Team

Hours of work: 40 hours a week Monday-Friday 8am-5pm

Duties:

1. 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)
2. Accountable for nurturing an account to ensure it grows to its full potential
3. Involvement with strategic plans with the customer
4. A good working knowledge of product creation & delivery, change control, product definition and change management processes.
5. Excellent communication and interpersonal skills, with influencing and engagement skills.
6. Working closely with the internal account support to ensure customer expectations are met and products are delivered on time
7. influence the direction of accounts you look and after and decide what range of products to proactively engage the client with
8. involved in budget setting for clients and establishing the growth targets
9. Acting as an industry expert by offering clients consultation on products and processes
10. Proactively working with clients to improve the profitability of the accounts
11. you will carry out regular reviews of the pricing for clients and look to improve margins and negotiate increases
12. Sourcing products in response to clients' requests
13. Supporting prestigious clients at senior levels

14. Ability to calmly deal with client queries and concerns with high levels of professionalism and creatively coming up with a solutions to their problems

ROLE PROFILE

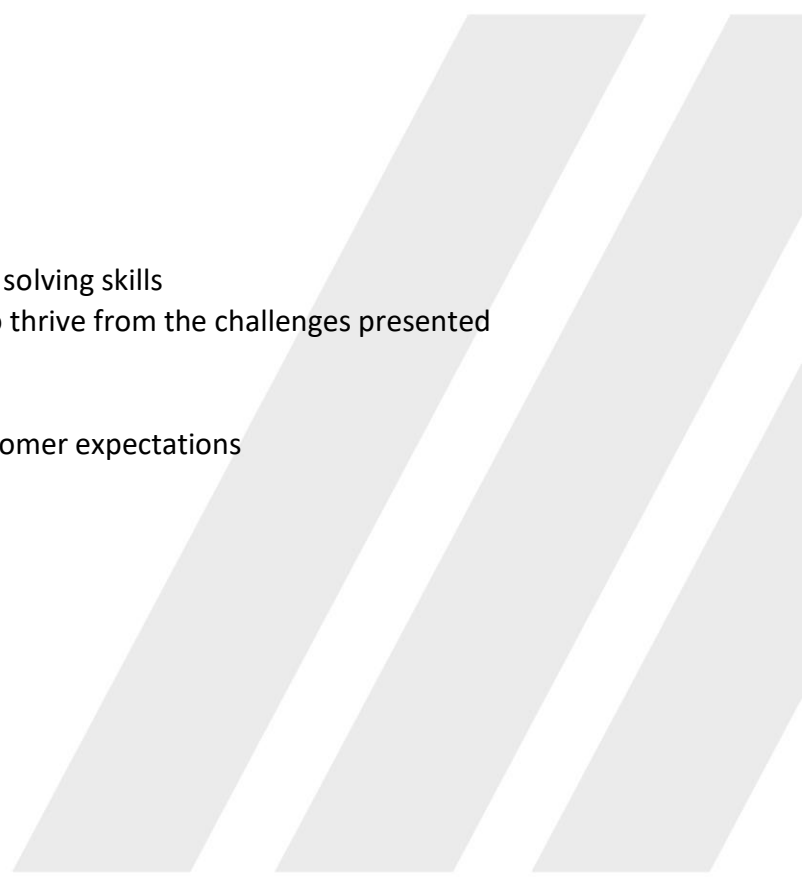
Key responsibilities and approximate time split:

The key responsibilities for the role are included here and grouped under the following headings to give a feel for the emphasis and percentage split of the job:

<ul style="list-style-type: none"> • Customers • Supply Partners • Internal 	<p>50%</p> <p>25%</p> <p>25%</p>
--	----------------------------------

Personal Attributes:

- Customer focused
- Astute with good levels of business acumen
- Team Player
- Highly organised
- Attention to detail
- Extremely accurate
- Good level of IT skills
- Ability to multitask
- Time Management
- Positive with a “can do” attitude
- Good communication and problem solving skills
- Able to work under pressure and to thrive from the challenges presented
- Strategic thinking
- Managing multiple priorities
- Planning work while managing customer expectations



Business Focus

Meeting business needs:	Building client relationships and growing products ranges within your accounts Delivering projects in line with the strategic priorities of the division
--------------------------------	---

People Focus

Managing relationships:	Build and maintain professional relationships with all Tower employees, clients, and supply partners. Ensuring our values are lived in the day to day
Communication: verbal/written	Chooses the most appropriate method to communicate effectively with Tower employees, clients, and supply partners.

Personal Focus

Personal organisation:	Recognises and completes administration tasks allocated in priority order and to meet timescales set.
Personal organisation:	Sets priorities to achieve personal and business targets.
Self-control:	Perform effectively and act with the upmost professionalism, remain calm even in the most challenging of circumstances.

Change Focus

Adaptability:	Responds positively to the changing needs of the business and its clients by adapting behaviour to maintain effective performance.
----------------------	--

Analytical Focus

Information gathering:	Seeks to obtain all relevant information when dealing with tasks allocated to support the general running of the business and to enable scrutiny of business functions.
Forward Planning:	Prepare plans, anticipate possible demands and outcomes and prioritise appropriately.



Decision Making

Make timely and balanced decisions based on available information and experience, seeks support from peers and senior staff members.

Quality Focus

Thoroughness:	Works logically and accurately, paying attention to the detail of tasks allocated and the timescales set.
Quality Conscious:	Consistently works to a high standard and looks for ways to improve current working practices and processes.

The Skills required for this role:

- Previous Project Management Experience
- Aware of key business financial terms
- Intermediate Excel skills
- IT literate with experience in using Microsoft Office, Outlook, CRM systems
- Resilient approach to a fast-changing environment
- Can do attitude
- Solution Driven
- Curious and willingness to learn and improve

Last updated: December 2022

