

Business Development & Account Manager

DACH, Scandinavia & Eastern Europe

Unique opportunity for a commercially minded, ambitious and energetic business development & account manager to use their skills to grow the Liv-ex customer base and provide excellent account experience in DACH, Scandinavia & Eastern Europe.

Location: Borough, London

Hybrid working – minimum 3 days a week in office

Competitive salary dependent on experience. Company performance-related bonus, healthcare insurance & wellbeing benefits.

About Liv-ex

Liv-ex is the global marketplace for the wine trade, with over 620 members worldwide. We offer B2B services that span trading, data, logistics and technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed and action oriented.

Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

Summary Purpose

Contribute to Liv-ex's business objectives in DACH, Scandinavia and Eastern Europe, by securing new clients and delivering an excellent account experience to our existing clients.

Reporting to the Strategic Account Manager, the Business Development & Account Manager will be an important part of a small territory sales team focussing predominantly on DACH, Scandinavia & Eastern Europe. You will be responsible for taking ownership of leads generated by the marketing team or their territory team, as well as generating their own opportunities in order to deliver new business growth opportunities and to expand the overall membership for the territory. As well as acquiring new clients you will be responsible for our existing clients ensuring they receive an excellent account experience. Although based in London, this role will involve time spent out of the office, visiting prospective clients across the region.

Responsibilities

Will include, but won't be limited to:

- Research and identify new business prospects; present Liv-ex services and solutions, and sign and successfully onboard new customers
- Manage the customer pipeline, following the agreed business development process in order to achieve agreed sales KPIs
- Deliver excellent client service based on understanding client needs, resolving issues, and coordinating with other team members to ensure membership value

- Maximise client gross profit across all Liv-ex services, upselling higher membership packages
- Engage customers to trade, supporting broking activity where needed
- Effectively manage customer data in an accurate and timely manner, utilising our CRM system
- Keep up to date with developments in the fine wine market and Liv-ex in order to be a relevant partner to our clients
- Regular travel across the region to prospect new business and build relationships with existing clients

Requirements

- German national and fluent in English
- Account management or business development experience in a SaaS or B2B role
- Experience working in the wine industry with knowledge of the German/French markets is desirable. However a keen interest in the wine trade is a must
- Confident individual with excellent internal and external communication and presentation skills and the ability to build rapport
- Strong selling skills and commercial acumen, results-driven
- Ability to manage multiple projects and relationships simultaneously
- Self-motivated and a good team player
- Good IT skills and competent user of Microsoft Excel and Outlook
- Clean, valid driving licence

To apply, please send a copy of your CV with a cover letter to outline why you are interested in this opportunity to our HR team at clientresourcing@strattonhr.co.uk.