

## Corporate Account Support Manager

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Company: Biffa

Location: United Kingdom

Category: other-general

Corporate Account Support Manager Location – Homebased with the requirement to travel frequently across the UK. A quick look at the role The Corporate Account Support Manager supports management of the commercial relationship between SWRnewstar (part of the Biffa Group) and its corporate clients. The role will cover financial performance, growth and development, contractual negotiations, meeting the relevant KPI's and SLA's, compliance, customer satisfaction and retention and innovative solutions. This is a national role requiring frequent travel. Why it's an opportunity not to be wasted. Supporting the Corporate Account Director and being an interface between the company and specific corporate clients. Responsible for supporting business account plans implementation, service success, contract compliance, retention and pricing. Retention of corporate clients, through positive relationships and growth of service provision to ensure the achievement of budgeted revenue for the full year. Completing customer on-site audits and delivering improvements across the contract/s Supporting customer reviews and presenting management information using Excel and Power BI. Assisting customer services in resolving issues arising from sites, which could include health and safety, container changes or the introduction of alternative services. Creating any required reports in a timely and fit for purpose manner. Proficient engagement at all levels to enable negotiation, influencing and communication both internally and externally to deliver long term benefit to all parties. Managing and delivering projects along with supporting administrative requirements. Here's what we require. Confident with all Microsoft applications including advanced level Excel. Analytical with the ability to understand numerical data. Experience of building and maintaining customer relationships. Well organised

with excellent attention to detail. Articulate and confident with high standards of verbal and written communication. Resilient with the ability to work effectively under pressure. Ability to deal with conflict and negotiate / manage the appropriate outcome. Ability to handle confidential information appropriately. Solution based approach to problem solving. Ability to work unsupervised, with a flexible approach. Ability to travel. Waste management experience .

And here's why you'll love it at Biffa. Competitive salary Performance bonus Generous pension scheme Retail and leisure discounts Holiday and travel discounts Bike to work scheme Ongoing career development and coaching – because if you don't grow, we don't grow Changing the way people think about waste: At Biffa, we love working with waste. Whether we're turning it into sustainable power, finding new ways to recycle it or simply keeping it off the streets, we believe every day is an opportunity to improve the lives of millions. It's a view that's shared by our 10,500+ people around the country, who trust us to provide them with a career that's always rewarding, often challenging, but never dull. Dedicated to diversity. Being inclusive is core to our culture at Biffa; we believe different ideas, perspectives and backgrounds are key to developing a creative and effective working environment that represents our communities and generates the best outcomes for colleagues, customers and stakeholders, which is why you'll find us championing diversity, equity and inclusion at every turn.

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