

**Senior International Account Manager**

**(Senior Makes Deals Around the World)**

**Ella’s Background**

Part of the Hain Celestial Group family of brands, Ella's Kitchen’s mission is to help little ones grow up happy, healthy, and never hungry. Set up in 2006 by Ella's Dad Paul Lindley, the company prioritises health and nutritional value, but never at the expense of taste or convenience. Ella’s Kitchen strives to be good in every sense, offering healthy, handy, and fun food that doesn’t cost the earth. In 2016, Ella’s Kitchen certified as a B Corporation, a global movement of pioneering companies that are using their business as a force for good. By certifying as a B Corp, it reinforces that the business is meeting rigorous standards of social and environmental performance, accountability, and transparency.

We are looking for someone brilliant who believes in our mission and can live and breathe our values.

At Ella’s Kitchen, we are guided by our values; they set the tone of our culture and we look out for newbies who will be a natural fit to our values and complement and contribute to our business.

**About The Hain Celestial Group**

Hain Celestial Group is a leading health and wellness company whose purpose is to inspire healthier living for people, communities and the planet through better-for-you brands. For more than 30 years, our portfolio of beloved brands has intentionally focused on delivering nutrition and well-being that positively impacts today and tomorrow. Headquartered in Hoboken, N.J., Hain Celestial’s products across snacks, baby/kids, beverages, meal preparation, and personal care, are marketed and sold in over 75 countries around the world. Our leading brands include Garden Veggie™ snacks, Terra® chips, Garden of Eatin’® snacks, Earth’s Best® and Ella’s Kitchen® baby and kids foods, Celestial Seasonings® teas, Joya® and Natumi® plant-based beverages, Greek Gods® yogurt, Cully & Sully®, Imagine® and New Covent Garden® soups, Yves® and Linda McCartney’s® (under license) meat-free, and Alba Botanica® natural sun care, among others.

**Our Commitment To Equality, Diversity And Inclusion**At Ella’s Kitchen, we are committed to promoting and enabling a positive culture where everyone can be themselves and diversity of thought is welcomed.

We give a full and fair consideration to all applicants regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

If you need reasonable adjustments made to the recruitment process, please let us know so we can support you in the right way.

**Location:** Near Henley-on-Thames – you’ll be able to work flexibly between home and our lovely Barns (minimum of 2 days per week).

**Reports to:**  Customer Controller

**Direct Reports:** 1 – Helps Make Deals Around the World (Junior International Account Manager)

**Contract:** Full time, Permanent, Monday – Friday 9am – 5pm

**Purpose of role:**

* You will manage a portfolio of markets, via distributor model. Likely, but not limited to Benelux, and other strategic export markets in western Europe and APAC
* Your Junior International Account Manager will manage a portfolio of markets, also via a distributor model, with you being senior contact.
* Inspire, excite and motivate your international distributors, so that they live our values, understand our brand + are set up to deliver growth
* Contribute to achieving our growth aspirations by delivering revenue and profit targets from effectively managing your key international markets, through their budgets, product ranges and strategic priorities
* Ensuring we have the right route to market strategy per market, to meet and exceed sales and profit targets
* Shape our International Baby Strategy, exploring options to take our Hain Baby Brands around the world
* Take responsibility for quickly developing a strong understanding of your markets, their retailers, shoppers, trends, opportunities and challenges, by listening to your distributors and other partners, seeking out sources of information and with market visits where appropriate
* Use your knowledge and expertise and that of your distributors to shape your strategies to maximise market potential
* Nurture and develop your direct report, build their knowledge, skills and confidence in all things international account management

.**Role activities / responsibilities:**

**In the Barns:**

* Know your customers and the markets they operate in – be identified as the market/distributor expert
* Manage budgets effectively, keeping customer P+L’s on track, communicating performance accurately, + ultimately achieving commercial targets
* Lead cross functional working groups on China and Benelux so projects are prioritised and delivered on time to brief
* With your team members, educate Ella’s Kitchen about our markets, their cultures and nuances, making sure we think about them in the right way to get the best results
* Play a pivotal role in the strategies, projects, team identity + morale of the Deals teams
* Present clear commercial recommendations to the business on market opportunities and priorities
* Represent the International team in key internal cross functional forums
* Work with our Safely (Technical) team to produce the required documentation to meet market regulations
* Work with our Clockwork (Operations) team to support strong, consistent and efficient service

**With Our Customers:**

* Negotiate + agree sales + investment budgets by customer, that deliver against our internal commercial targets, setting us up for sustainable growth
* Build + agree amazing annual commercial plans that motivate our customers, excite our consumers + delivers to maximise market opportunities
* Work closely with our International customers to live + breathe the Ella’s Kitchen brand + values in their market
* Work closely with Making Friends Around the World so that your commercial plans are supported with strong and relevant marketing and media activation
* Make sure we’re the brand that challenges customers, but isn’t the painful one to deal with – listen, communicate + respond to challenges in a timely fashion

**People:**

* Lead, motivate and develop your team; making sure your team member has a clear ‘Grow Me’ plan and is regularly working towards achieving these goals
* Proactively lead priorities to manage workload effectively, be compassionate and empathetic to balance wellbeing + personal development with the needs of the team
* Lead by example by knowing your stuff – internal goings on, numbers, our distributors and the market
* Be credible internally, with our customers + with the wider Ella’s team
* Be able to take a step back + look at things differently
* If there’s emotion involved, great, but be able to take it out of situations to make sure we’re making the right decisions
* Share best practice with your fellow Dealers + wider business
* Be a vital team member – don’t sit back, get involved + share all the great stuff you know to help us all improve + grow
* Take part in any other Ella’s meetings to engage stakeholders + communicate your plans
* Never be afraid to ask for help or want to learn how to do something differently
* Live our values both internally + externally

**NB**

In this role, you will need to travel around the world to meet our customers – estimated 10 - 15days p/year

**You will need to:**

* Have solid experience gained in a commercial, customer-facing role
* Have prior international FMCG account/market management experience, and export knowledge
* Have a good operational understanding of international logistics and operations
* Have awesome relationship building skills
* Have excellent commercial + numeracy skills
* Have an analytical mindset: be able to assess risks/opportunities, make recommendations + to say no if + when it’s needed
* Be a brilliant communicator + networker
* Be a leader + driver of success in your area
* Be an active thinker, able to make the time to think about what we’re doing
* Be proactive + autonomous, especially when you’re travelling
* Be able to thrive in an entrepreneurial, fast paced environment
* Challenge and Influence others
* Ability to “never never give up” + find solutions to challenges
* Be a strong project manager + have the tenacity to see projects through to the end
* Have a great grasp of MS Office (Excel in particular)
* Be passionate for the brand + what Ella’s stands for – improving children’s lives through healthy relationships with food.

**And what you’ll get in return:**

* Bucket loads of training and development, supporting your career pathway
* Competitive salary
* Discretionary bonus scheme
* A Box of Treats, including private medical, dental, pension, life assurance, 25 days holiday and the ability to buy more, high street discounts, amazing wellbeing events, Give It A Go days… to name but a few!
* A really awesome place to come to work … our beautiful Barns in the Oxfordshire countryside, but the flexibility to achieve a good work/life blend