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| **Job Information** | | | |
| System Job Title | Customer Executive (Grocery, Chilled, Frozen & Hot Eat Desserts) | Function | Commercial / Sales |
| Working Job Title |  | Sub-Function |  |
| Job Code |  | Team |  |
| Location Job is Performed | Home Based with ability to travel to all Hain Celestial factory and office sites across the UK. | Reports To | Customer Controller/Customer Manager |

Date of Creation/Most Recent Update 16.05.2025

**Role Purpose:**

Reporting into our Customer Controller – Sainsbury’s (and Customer Controller – Hot Eat Desserts) this Customer Exec role is a fantastic opportunity for a driven and ambitious individual. You will receive guidance and encouragement and be given the autonomy to grow the Hain Celestial brands and own label as we continue to retain and grow within the number of categories we supply.

The role is focussed on supporting the Customer Manager - Sainsbury’s & Customer Controller - Hot Eat Desserts with managing the day-to-day trading of existing customers, including delivering CPI’s, annual terms and promotional planning, building relationships, forecasting, project management, tender preparations and offering the best service for Hain Celestial’s customers.

This role may have the opportunity for P&L responsibility for smaller categories/customers.

As customers are changing, so are we: focusing on fixing the basics, what good looks like and really understanding our customers’ needs and strategies. You will have a wealth of category data and be supported by our Category team, NPD, Marketing, Demand Planners, Commercial Finance and Supply Chain.

This is role requires cross-functional commercial and project management and across Grocery, Chilled, Frozen and Hot Eat Desserts categories.

The successful candidate must be commercially astute, enjoy working at pace, be able to build strong relationships with both internal and external stakeholders.

It is a requirement that the jobholder and all reports are compliant with Competition Law at all times.

**Essential Duties and Responsibilities:**

* Supporting Customer Manager & Customer Controller on delivering the Brilliant Basics (promotional administration, new product launch planning, customer finance administration, instore analysis and other commercial projects).
* Assist Customer Manager & Customer Controller with effective customer and product portfolio management, including delivery of agreed targets (sales revenue, volume, profit, distribution, NPD launches and activation).
* Work with Customer Manager & Customer Controller to build and deliver annual customer joint business plans (JBP) aligned with overall business strategy. Monitor performance versus the plan and update monthly and quarterly.
* Sales forecasting, reporting and analysis (against Budget and YOY), sharing insights to build a more robust P&L.
* To support and help implement a full promotional and shopper activation programme within the customer portfolio, dovetailed with the Marketing plan and operating within the agreed promotional and A&P guidelines.
* Work cross functionally across all internal departments, both remotely and at Hain Celestial’s factory/office locations as required for satisfactory performance of duties.
* This includes:
* Category – reviewing market data and building compelling Customer presentations.
* NPD and Marketing - agreeing NPD launches and implementing Brand/Shopper activation.
* Logistics - co-ordinate continual supply and manage any shortfalls with the account.
* Commercial Finance - managing and approving all spend, ensuring timely and accurate payment of all invoices.

**Education and/or Experience:**

* Preferably Degree level
* Sales background with experience of agreeing & managing customer JBPs, ideally within FMCG.
* Experience with UK grocery retailers in a customer facing role, ideally Sainsbury’s, but exposure to other retail customers may also be beneficial.
* Experience of brand and retail own label.

**Competencies and Proficiency Requirements:**

* Must possess excellent communication skills, both internally and externally.
* Results focussed.
* Strong selling skills
* Strong commercial acumen and attention to detail.
* Strong customer relationship building skills and experience.
* Strong competency of Excel and PowerPoint software.
* Willingness to trial a few initiatives, learn from the successes / failures and roll out to wider customer/product portfolio.
* Demonstrates behaviours in line with the Company’s 4 core values.

**Scope:**

* Supporting delivery of sales value and volume, together with all associated spend/investments, through to Delivered Gross Margin at Customer level.
* Positive contribution towards Company’s NSV & EBITDA targets.
* Managing below the line spend within pre-agreed budgetary levels for all customers.
* Approval of customer invoices in line with pre-agreed budgets.
* Agreeing promotions aligned to Finance/Category/Marketing guidelines.
* Preparation of weekly/monthly reports on customer performance.
* Understanding of customer and competitor set, sharing insights internally.

**Conditions of Role:**

* Role will require regular travel to multiple Hain Celestial factory and office sites, and frequent customer head office and route to market visits across the UK.
* This role may include overnight stays.