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| SECTION 1 – IDENTIFYING INFORMATION | | | |
| Job Title | Customer Exec (Grocery, Chilled, Frozen) | Department | Sales |
| Function | Sales & Category | Site | Home Based with ability to travel to all Hain Factory and Office sites across the UK. |
| Date | May 2025 | Approved by  (manager) | Nick Dawson/ Karl Frestle |

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| SECTION 2 – JOB SUMMARY |
| Reporting into our Senior NAM 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 assisting the Senior NAM with managing the day-to-day trading of existing customers including debit note management, delivering CPI’s, negotiating annual terms, agreeing promotions and managing promotion administration, building relationships, forecasting, project management, tender preparations and offering the best service for Asda and Morrisons.  This role has P&L responsibility for smaller categories which could grow in-time for a proven candidate.  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 a high-profile role that requires cross-functional commercial and project management across Grocery, Chilled and Frozen.  The successful candidate must have commercial experience, enjoy working at pace, be able to build strong relationships both internally and externally and good general account management skills, with an emphasis on trading negotiation & commercial planning.  It is a requirement that the jobholder and all reports are compliant with Competition Law at all times |

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| SECTION 3 – KEY ACCOUNTABILITIES | | INDICATIVE TIME SPLIT |
| Support with management of customer portfolio, accountable for achievement of agreed targets (Sales, Profit, Distribution, NPD launches and Activation and being Brilliant at the Basics. | | 40% |
| Support with the build and review annual Customer plans aligned with overall business strategy. Manage the plan and update quarterly (aligned to desired JBP outcomes). | | 5% |
| Sales forecasting, reporting and analysis (against Budget and YOY), sharing insights to build a more robust P&L. | | 20% |
| To create and implement a full promotional and shopper activation programme within the customer portfolio, detailed with the Marketing plan and operating within the agreed promotional and A&P guidelines. | | 5% |
| Work cross functionally across all internal departments, both remotely and at Hain Factory and Office locations. 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. | | 15% |
| Management of the Booths portfolio, accountable for achievement of agreed targets (Sales, Profit, Distribution, NPD launches and Activation and being Brilliant at the Basics) and build and review annual Customer plans aligned with overall business strategy. Manage the plan and update quarterly (aligned to desired JBP outcomes). | | 15% |
| SECTION 4 – EDUCATION & EXPERIENCE | | |
| Education Level | Preferably Degree level | |
| Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc) | * FMCG sales background (Ideally Blue Chip) with experience of agreeing & managing JBPs. * Exposure to specific Customers may be essential depending on Account portfolio. * Experience of Asda Retail Link / new portal. * Experience of Brand and Retail Own Label. | |
| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc.) | * Must possess excellent communication skills, both internally and externally. * Results focussed. * Strong selling skills * Strong commercial acumen and attention to detail. * Strong negotiation skills * 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 * Track record of building successful multi-faceted customer relationships. * Demonstrates behaviours in line with the Hain Values | |

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| SECTION 5 – DIMENSIONS & SCOPE | |
| Budgetary Responsibility | Direct Budget responsibility for 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, as well as overall Balanced Scorecard measures |
| Other key dimensions  (e.g. sales, products, skus, reports, invoices, etc.) | Managing through & 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. |

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| SECTION 6 – CONDITIONS OF ROLE | |
| State any conditions for role | Role will require regular travel to multiple Hain Factory and Office sites, and frequent Customer Head Office and Route to Market visits across the UK.  This role may include overnight stays. |

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| SECTION 7 – POSITION IN ORGANISATION | |
| **Peer Positions** | **PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART** |
| **Reports to**:  Senior NAM |
| **Works alongside and in collaboration with:**  Customer Manager, Category Manager, Marketing Manager, Finance Manager, Supply Chain Manager, NPD Manager |
| **Line management**  N/A |

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| SECTION 8 – SIGNATORIES | | | |
| Job Holder Signature |  | Manager Signature |  |
| Name |  | Name |  |
| Date |  | Date |  |