

NOTE Haddenham Job Description

Commercial

Job title	Account Manager
Department	Commercial
Job level	Manager
Line manager	Commercial Manager
Direct reports	N/A

About the company

NOTE Haddenham is a leading **Contract Electronics Manufacturing company** servicing all sectors of the Electronics market. Our factory specialises in box-build and final assembly. We also provide sourcing, warehouse and delivery capabilities. We are locally based in Haddenham HP17 8LJ, and part of the larger NOTE group.

With over 40 years' experience, **NOTE UK** has built a strong reputation for the on-time delivery of printed circuit boards, PCBAs, box builds, and final assemblies. Operating from our sites in Windsor, Haddenham, and Basildon, we are a trusted end-to-end **Contract Electronics Manufacturer**, dedicated to turning product ideas into reality. We pride ourselves on offering flexible, professional solutions while maintaining a friendly, 'can-do' attitude. www.note-ems.co.uk

Job role and scope

You will be part of the Commercial team for the factory at NOTE Haddenham. You, along with account management colleagues, will be responsible for the commercial management and day-to-day communication for a given portfolio of customers. They will range in size and commercial value depending on order quantity and frequency, complexity and range of products being assembled for them.

This is a diverse customer-facing role that plays an important role in our commercial success (sales and profit). Your role ensures we develop and maintain great customer relationships with current and newly onboarded customers.

Main responsibilities

1. Take ownership for your allocated customers; being the voice of the customer within the business.
2. Improve our customer service experience, create engaged customers and facilitate organic growth.
3. Ensure that the customer's scheduling requirements are met, providing them with timely and accurate updates. Take ownership of customer issues and follow problems through to resolution.
4. Oversee the order planning with each customer, from initial order placement into the factory to final shipment. Handling customer purchase orders, co-ordinating with the relevant Buyer for material purchasing and kit clearance. Plus maintaining continuous communication with the production, quality and engineering teams.
5. Organise and attend Quarterly Business Reviews (QBRs), ensuring data is up to date and presented professionally.
6. Alongside the Procurement Manager, reduce the overall cost of goods and ensure success is shared with customers on an equitable basis.
7. Work collaboratively with other account managers and buyers, gaining a broad knowledge of all customers in our portfolio.
8. Collate financial data and prepare for presentation to the Commercial Manager and other SLT for all customer KPIs.
9. Monitor customer slow moving and excess material; with the goal of ensuring customers take full responsibility for the material we purchase on their behalf.
10. Develop close working relationship with other key functions in the company to support commercial negotiations for new projects and assist in projects for further business improvement.

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Skills, knowledge & experience

The person we are looking for must be someone who shares our values and our commitment to our customers:

- ✓ Experience of managing new customer accounts within a manufacturing environment.
- ✓ Excellent communication and interpersonal skills; the ability to connect with key stakeholders and nurture strong working relationships with customers, suppliers and colleagues.
- ✓ Sound commercial awareness of how revenues and gross margins impact the business.
- ✓ Confidence to negotiate and influence decision making with senior stakeholders.
- ✓ Confident to handle multiple tasks and remain composed during challenging situations.
- ✓ Experience of using MRP systems; strong ability to plan, manage complex customer orders, and sense-check commercial data with meticulous attention to detail.

Customers will expect you to know the technical aspects of what we do. Therefore, we anticipate that the successful candidate will come from the electronics manufacturing services sector, or a very closely related service / company.

There will be limited travel to customers, mostly within the UK, but at times there could be visits to other NOTE sites or customer locations abroad. You must have a clean driving license and be able to and willing to travel.

Normal day to day work is in the factory or out with customers. This role is not suitable for hybrid working or part time working; we are a manufacturing company, and the 'magic' happens in the factory.

Company values

At NOTE, we believe our people are the key to our success. Each achievement and successful customer partnership is made possible by the dedication, expertise, and passion of our team. Our values lie at the heart of how we work and grow:

- **Sustainability:** We take responsibility for people and the planet, working toward a better society through responsible manufacturing.
- **Quality:** We believe in getting it right from the start.
- **Proactivity:** We act with clarity and purpose, ensuring sustainability and integrity in every interaction.
- **Flexibility:** We adapt to meet customer needs with tailored solutions.
- **Solution-Oriented:** We create a stimulating, problem-solving environment that drives results.

These principles ensure we deliver the right quality, at the right time, and at the right price, while building long-lasting partnerships.

Remuneration package

Salary	££competitive (dependent on skills & experience)
Working hours	Full time is 37 hours per week Mon to Thurs 08:30 to 17:00 and Fri 08:30 to 13:30
Holiday	25 days plus Bank Holidays (includes Christmas shutdown) Plus, 5 days for long service
Pension scheme	Auto-enrolment with Nest pension: 5% + 3% company contributions
Excellent working environment	Free parking, electric car charging & employee facilities Complimentary fruit, hot and cold drinks.

How to apply

If this sounds like you and you are keen for a new customer account management opportunity, please send your CV and a letter of application/cover email explaining your suitability for this role to Sarah Gardener at careers.haddenham@note-ems.co.uk