

CAREERS

We're recruiting!

Internal Account Manager – Sales Focus

ROLE TITLE

Internal Account Manager – Sales

FOCUS

An Internal Account Manager is a sales-focused role responsible for managing and growing existing customer accounts, driving new business development, supporting cross-sell/upsell opportunities, and coordinating internal teams to ensure customer satisfaction and revenue retention.

WORKING PATTERN

Site-based, Full-Time, Monday – Friday
(8:30am – 5:00pm) (8.5 hrs a day, 30 minutes lunch break)

CONTRACT & SALARY

Permanent Contract
£27,976 - £32,000 FTE depending on skills & experience

Are we what you are looking for?

At Midland Lead, you'll be joining a friendly, family-run, King's Award-winning manufacturing business with a proud reputation for producing sustainable recycled lead sheet.

This role offers the opportunity to build lasting customer relationships, take ownership of your accounts and make a visible contribution to the business. You'll work closely with colleagues across sales, production and logistics, developing your product knowledge and commercial skills along the way.

If you enjoy a varied role that combines proactive sales, customer service and administration—and want to be part of a team where your contribution matters—we'd love to hear from you.

What are we looking for?

We're looking for a proactive, commercially minded Internal Account Manager who enjoys building strong customer relationships and turning opportunities into sales. You'll take ownership of a portfolio of existing Midland Lead customers, understand their needs and help grow their business with us through regular contact, excellent service and relevant product recommendations.

The ideal candidate will bring:

- **Experience in sales or account management**

- **Strong communication and relationship-building skills**, with confidence engaging customers by telephone and email.
- **A drive to grow sales**, identifying opportunities to increase order volumes, introduce additional products and win back inactive accounts.
- **Commercial awareness**, balancing customer needs with pricing, margin and sales targets.
- **Excellent organisation and attention to detail**, managing quotations, following up opportunities and maintaining accurate customer records.
- **A collaborative approach**, working closely with internal & external sales colleagues, production and logistics to deliver a reliable customer experience.
- **Ownership and initiative**, following through on commitments and resolving customer queries promptly and professionally.
- **Strong administrative skills**, with the ability to process customer orders accurately, maintain up-to-date records and handle customer complaints professionally. You'll be comfortable balancing these daily tasks with proactive account management, ensuring orders and queries are followed through to completion.

You don't need to be a lead industry expert, but you should be curious, willing to learn and motivated to make a measurable contribution to Midland Lead's growth.

Apply now: send your CV to Kyleh@midlandlead.co.uk



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Role purpose

An Internal Account Manager (IAM) works primarily from within the organisation (not field-based) and focuses on nurturing and developing new & existing accounts, supporting external account managers, and ensuring smooth operational and commercial engagement with clients. Key responsibilities include sales support, relationship management, pipeline administration, and internal coordination.

Key responsibilities

Account & Relationship Management

- Identify and execute business development strategies to help grow new business.
- Serve as the primary day-to-day contact for assigned accounts.
- Maintain and grow customer relationships across multiple stakeholder through regular business reviews.
- Conduct regular business reviews and performance check-ins.

Sales & Revenue Activities

- Identify and close upsell and cross-sell opportunities.
- Support internal & external account managers with quotations, proposals, and sales/marketing campaigns.

Operational Coordination

- Coordinate with production & finance to resolve issues.
- Manage onboarding, service delivery, and escalations.
- Maintain accurate CRM records.

Reporting & Analysis

- Track KPIs such as tonnage, ancillary sales and complaints resolution.
- Conduct market and product analysis to support sales strategy.

Required Skills

- Strong communication and relationship-building skills.
- Sales acumen and negotiation ability.
- CRM proficiency and administrative accuracy.
- Cross-functional collaboration and project coordination.
- Market awareness and analytical capability.
- IT proficient (Excel, Word, Outlook & AI).

An Internal Account Manager ultimately ensures account health, revenue retention, and customer satisfaction through structured relationship management and coordinated internal execution.

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What Midland Lead can offer

- A friendly, supportive and values-driven family-run working environment.
- A role where your ideas, judgement and practical experience will be listened to.
- A good salary and benefits package, including life assurance, access to GP appointments, Costco membership, volunteering opportunities and wellbeing support.
- 30 days annual leave (rising to 33 days service-related holiday), and Company Sick Pay (following successful completion of probationary period).
- Training and development in your area of expertise.
- The opportunity to be part of a business with a strong sustainability focus and a proud manufacturing heritage.
- Real Living Wage Employer.

The recruitment process

The process is designed to be straightforward and practical, giving candidates a proper feel for the company, the site, its people and the role.

STAGE	DETAIL
Closing	Closing Date - 16th October 2026
Stage 1	Initial Microsoft Teams call (Virtual) - 19th - 23rd October
Stage 2	On-site Interview and Practical Exercises - 26th - 30th October
Stage 3	Final Decision - 30th October