



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Head of Private Client Services - Commercial
Business Unit / Group Function	US ODC
BU Team / Sub-Function	Commercial
Location	NY Office
Team Leader Role	Chief Commercial Officer, USA (General Manager Commercial)
Role Level	3B
Team Members	No
Role Purpose Lead the development of the Luxury operating model in priority luxury markets, ensuring WG&S has the right go to market model integrated within the Global RTC framework. Create and execute the local market Private Client and The Distillers Library platform in select cities. Ensure the right resource, high-end luxury standards, and operating model are executed with the partner market. Lead the development of the Black Book CRM model.	
Accountabilities • Partner on the development of the Luxury model in key markets and selected cities globally, working with the Global Luxury Director, Maison Managing Director (MD), Regional Managing Directors (RMDs), and US ODC. • Work with the relevant stakeholders to deliver the annual Luxury Integrated Business Plan (IBP). • Partner with the Brand VP's on the annual commercialisation plan for the brand luxury agenda. Ensure KPIs are set for luxury marketing and commercial activities, including Route to Consumer (RTC). • Create and sustain the local Private Clients and The Distillers Library plans. • Ensure that the right processes, high-end luxury standards of execution, and the exclusive 5-year Innovation pipeline are in place, as well as that P&L are delivered in line with budget. • Lead the development of the Black Book CRM program across select markets to support the Private Clients agenda. • Coordinate and sustain an effective and close working relationship with the US ODC and commercial teams to assist the growth of the Luxury portfolio (including the deployment of commercial toolkits). • Advise the development of the RTC plans in Flagship and A accounts. • Partner with the Global Luxury Lead to inform the Global Flagship plan and the Global RTC team to ensure integration into market RTC programs with appropriate levels of tools, best practice, and high-end luxury execution standards. • Facilitate and maintain strong professional and productive relationships with our external Luxury partners e.g., Luxury customers and Spirit trade bodies. • Adhere to relevant WG&S' reporting standards and governance procedures, providing information and insights, and participating in meetings related to performance management and business planning, as per the William Grant Way (WGW).	