



## 1. Job Specifics

<b>Job Title:</b> <b>Reports to:</b> <b>Location:</b> <b>Department:</b>	DS5 - Senior Account Manager  Direct Sales - Sales
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## 2. About the role

<b>Role Purpose</b>	<p>Your primary focus is to develop new and grow existing customer/partner relationships to deliver against specific, measurable targets.</p> <p>As a Senior Account Manager, you will also be required mentor new and existing team members and act as a 'go to person' for basic sales related queries.</p>
<b>Duties &amp; Key Responsibilities</b>	<ul style="list-style-type: none"><li>• Identify and liaise with key stakeholders/decision makers for both new &amp; existing customers/partners by telephone and email in order to maximise long-term sales opportunities</li><li>• Prospect for new customers/partners whilst maintaining and growing you existing customer/partner base</li><li>• Effectively facilitate client meetings to discuss relevant solutions in order to maximise sales opportunities</li><li>• Prepare quotes and proposals to deliver high quality presentations in line with customer/partner requirements</li><li>• Input, analyse and interpret all relevant sales management information to prioritise your sales pipeline/cycle in order to consistently achieve and exceed targets</li><li>• Deliver high levels of customer service that lead to long-term, commercial relationships</li><li>• Develop an in-depth understanding/knowledge of your product offering to ensure accurate positioning within your defined market space</li><li>• Develop and mentor new team members</li><li>• Uncover revenue opportunities through thorough exploration of customer problem/need</li></ul>

<b>KPIs &amp; SLAs</b>	<ul style="list-style-type: none"> <li>• Generate revenue and/or margin in line with individual/team target</li> <li>• Maintain, grow and retain your customer/partner base</li> </ul>
<b>Key Working Relationships</b>	Sales, Pre-Sales, Scheduling, Finance and Delivery teams

### 3. About You

<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to recognise buying signals and use influencing skills to create opportunities</li> <li>• Persuasive verbal and written communication, confident presentation style</li> <li>• Demonstrable understanding of how to manage, prioritise, plan and execute your workload effectively</li> <li>• Ability to understand customer requirements, solve problems or close opportunities and only escalate when required (minimal supervision required)</li> <li>• Ability to work independently in a high pressured environment whilst maintaining a professional approach</li> <li>• Ability to plan future sales opportunities/pipeline</li> <li>• Strong attention to detail, whilst multi-tasking effectively</li> <li>• Ability to mentor and support new &amp; existing team members when required</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Track record of delivering sales targets, through a wide range of products</li> <li>• Experience in a consultative B2B sales function – ideally 5 years plus</li> <li>• Experience using IT systems e.g. Client Relationships Management systems</li> <li>• Proficient in Microsoft Office</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of consultative sales techniques</li> <li>• Strong stakeholder management from building initial rapport, to establishing relationships with decision makers who have purchasing authority</li> <li>• Strong knowledge of the sales cycle from initial contact/prospecting to purchasing service offerings</li> <li>• Full understanding of how to deliver excellent customer service</li> <li>• Understanding of how to effectively mentor team members</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Ideally you will be educated to Degree level or equivalent</li> </ul> <p>Or</p>

	<ul style="list-style-type: none"><li>• Experience in a similar sales role that would reflect degree level qualification</li></ul>
<b>Personal Attributes &amp; Other Requirements</b>	<ul style="list-style-type: none"><li>• Tenacious in approach whilst able to remain professional</li><li>• Positive attitude when faced with challenges</li><li>• High level of resilience with a calm approach</li><li>• Strong desire/motivation to achieve goals and develop own career</li><li>• Great team player and able to form strong internal relationships</li><li>• Desire to share personal expertise with others</li><li>• Able travel to attend face to face meetings - essential</li><li>• Driving licence with own car is desirable</li><li>• Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</li></ul>