



## 1. Job Specifics

Job Title:	DS7 - Client Relationship Director
Reports to:	
Location:	
Department:	Direct Sales - Sales

## 2. About the role

Role Purpose

Your primary focus is to own and develop complex, end to end, strategic solutions for high value enterprise customers in order to increase commercial and customer success.

Duties & Key Responsibilities

- Uncover, identify, define and win (with or without a Solutions Consultant) large scale and customer critical programmes of work
- Develop/maintain trusted/strategic relationships at C suite level, to create strong customer partnerships in order to build a sustainable business against long term objectives
- Take a proactive approach to grow revenue and build sustainable relationships with customers across a variety of stakeholders
- Understand your customers business model and challenges in order to build QA business and client strategy
- Translate business strategy and priorities into specific and clear objectives/deliverables for your team
- Work with Vertical Director, SME's to ensure the team's objectives and priorities sync with the overall vision and direction as well as other teams across the whole of QA
- Oversee the success of the delivery of the contracted programmes, supporting the Customer Success lead to ensure smooth delivery/address issues
- Oversight of all activities pertaining to the client (business development to Programme delivery)
- Work with the Head of Sales and Vertical Director to develop existing talent within the team through regular objective-setting, feedback and progression cycle

KPIs & SLAs

- Accountable for commercial performance (increase share of wallet) and customer success (delivery

	of contracted services)
Key Working Relationships	Sales, Pre-Sales, Scheduling, Marketing, Bids Finance and Delivery teams

### 3. About You

Skills & Abilities	<ul style="list-style-type: none"> <li>• Influential presentation style, comfortable interacting at CXO level</li> <li>• Ability to recognise buying signals and use advanced influencing skills to create and win strategic opportunities</li> <li>• Ability to work independently and collaborate in cross functional teams within a high pressured environment whilst maintaining a professional approach</li> <li>• Ability to multitask and plan future sales opportunities/pipeline up to 6 months in advance</li> <li>• Highly commercial decision-maker</li> <li>• Capable sales coach</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Track record of achieving sales targets in a complex environment</li> <li>• Experienced in working effectively to deliver targets through cross functional teams</li> <li>• Experience within a consultative B2B sales function where you have delivered a wide range of large scale offerings</li> <li>• Demonstrable stakeholder management from building initial rapport, to establishing strategic relationships with multiple senior level decision makers who have purchasing authority</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Consultative sales techniques</li> <li>• Broad awareness of competitor landscape</li> <li>• Understanding of enterprise customers purchasing processes</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Ideally you will be educated to MSc level or equivalent</li> <li>Or</li> <li>• Experience in a similar sales role that would reflect MSc level qualification</li> </ul>
Personal Attributes & Other	<ul style="list-style-type: none"> <li>• Self-directed leader with a proactive approach</li> </ul>

Requirements

- Tenacious whilst able to remain professional
- Positive attitude when faced with complex challenges
- High level of resilience with a calm approach
- Strong desire/motivation to achieve goals
- Great team player and able to form strong internal relationships
- Desire to share personal expertise with others
- Able to travel - essential
- Driving licence with own car is essential
- Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role