

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	DS6 - Account Director
Reports to:	
Location:	
Department:	Direct Sales - Sales

2. ABOUT THE ROLE

What you'll be doing?	Your primary focus is to develop new and grow existing large scale customer relationships in order to deliver complex solutions to maximise client success, whilst achieving specific, measurable targets. You will lead key client account(s) and relationships either directly and/or through account team(s) to ensure growth and retention.
Key Responsibilities	<ul style="list-style-type: none"> • Identify, liaise and influence senior key stakeholders/decision makers for both new & existing customers in order to maximise high value, long-term sales opportunities • Prospect for new customers whilst maintaining & growing your existing customer base • Effectively facilitate client scoping meetings to understand complex customer requirements and create opportunities • Prepare large scale bids, proposals and presentations with relevant internal SME's to deliver high value, high quality service offerings to meet customer requirements • Input, analyse and interpret all relevant sales management information to prioritise your opportunity pipeline in order to consistently achieve and exceed targets over long sales cycles • Deliver the highest levels of customer service which lead to long-term, commercial relationships • Develop a strong understanding/knowledge of QA's and competitive offerings to ensure optimum positioning within your defined your defined market space <p>Responsible for uncovering revenue opportunities across the entire QA offering and working closely with the wider senior sales teams to maximise them</p>

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

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> • Influential presentation style, comfortable interacting at CXO level • Ability to recognise buying signals and use advanced influencing skills to create strategic opportunities • Ability to work independently and collaborate in cross functional teams within a high pressured environment whilst maintaining a professional approach • Ability to multitask and plan future sales opportunities/pipeline up to 6 months in advance • Highly commercial decision-maker Competent sales coach and mentor
Your Experience	<ul style="list-style-type: none"> • Track record of achieving sales targets in a complex client base • Experience within a consultative B2B sales function where you have delivered a wide range of large scale offerings • Demonstrable stakeholder management from building initial rapport, to establishing strategic relationships with multiple senior level decision makers who have purchasing authority Experienced in working effectively to deliver targets through cross functional teams
Your Knowledge	<ul style="list-style-type: none"> • Consultative sales techniques • Broad awareness of competitor landscape Understanding of enterprise customers purchasing processes
Your Qualifications	<ul style="list-style-type: none"> • Ideally you will be educated to Degree level or equivalent or have experience in a similar sales role that would reflect degree level qualification
What you'll bring to QA	<ul style="list-style-type: none"> • Tenacious in approach whilst able to remain positive and professional when faced with challenges • Customer-centric and creative with an entrepreneurial attitude

	<ul style="list-style-type: none">• 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, driving licence with own car is essential• Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role
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4. ABOUT QA

About us

We shape the next generation of technologists, leaders and innovators.

By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

Why we do learning

For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.

We promise to be

Bold

- Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.
- We contribute (insightfully) to the debate inside and outside QA.
- We move. Quickly. We respond to your needs – fast.

Collaborative

- We spend time getting to know you – our learners and our customers – to earn your trust.
- We connect a solution to your problem – we have tonnes of different services to help you.
- We’re the positive person who actively gets stuck in to solving problems.

Progressive

- We embrace change – and support it.
- We challenge ourselves to use the latest technologies and methods – no matter how out there.
- We’re curious – about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p> <p>[please adjust according to the specific benefits offered for this position]</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of X% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
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