



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	SDS6 - Client Relationship Director
Reports to:	
Location:	
Department:	Sales

2. ABOUT THE ROLE	
What you'll be doing?	You will develop existing large scale customer relationships to deliver complex solutions and maximise client success. You'll lead key client accounts and relationships either directly and/or through account team(s) to ensure growth and retention whilst maintaining QA's commitment to service excellence
Key Responsibilities	<p>Identify, liaise and influence a range of stakeholders including c-level contacts within customers to maximise high value, long-term sales opportunities and account yield.</p> <p>Prospect for new revenue streams whilst maintaining and growing existing lines of revenue .</p> <p>Develop and nurture relationships with senior stakeholders in order to drive new business streams within existing clients.</p> <p>Effectively direct client scoping meetings with internal and external stakeholders to understand complex customer requirements and create opportunities</p> <p>Prepare and lead large scale bids, proposals and presentations to meet customer requirements with relevant internal SME's owning the process end to end.</p> <p>Input, analyse and interpret all relevant sales MI data to prioritise your opportunity pipeline and identify account growth opportunity utilising Microsoft Dynamics</p> <p>Deliver the highest levels of customer service which lead to long-term, commercial relationships at a senior and strategic level</p> <p>Develop a strong knowledge of QA's competitive offerings to ensure optimum positioning within your defined market space with the ability to lead customer engagement across all OneQA Service lines</p> <p>Responsible for uncovering revenue opportunities across OneQA offering and working closely with the wider senior sales teams to maximise them</p> <p>Account Planning including the Development of long and short term strategic plans for clients</p> <p>Directing all client engagement directly or via a small team.</p>
KPIs & SLAs	Generate revenue and margin in line with individual/team target

	<p>Maintain and grow existing customer base</p> <p>Grow overall contact/coverage of client through a number of touch points.</p> <p>Grow OneQA share of wallet</p>
Key Working Relationships	Sales, Scheduling, Finance and Delivery teams, Senior Sales Leadership, OneQA, Practice Directors, Operations

3. ABOUT YOU	
<p>Your Competencies</p> <p>1: Working Level</p> <p>2: Advanced Level</p> <p>3: Expert Level</p>	<p>Core</p> <p>Results Driven - 2</p> <p>Taking Ownership - 2</p> <p>Collaboration - 2</p> <p>Continuous Learning - 2</p> <p>Role Specific</p> <p>Customer Focus - 3</p> <p>Influence & Persuasion - 2</p> <p>Stakeholder Management - 2</p> <p>Mentoring & Coaching - 1</p>
<p>Your Experience</p>	<p>Experience influencing and presenting to those at CXO level</p> <p>Track record of achieving sales targets through a wide range of products and into Enterprise clients.</p> <p>Experience of B2B sales using a large sales offering</p> <p>Experienced in working effectively to deliver targets through cross functional teams</p> <p>Experience of selling services and solutions</p> <p>Proficient in using IT systems e.g. Client Relationships Management systems</p>
<p>Your Knowledge</p>	<p>Consultative sales techniques</p> <p>Broad awareness of competitor landscape</p> <p>Demonstrable track record of being able to develop, maintain and grow senior stakeholder relationships to grow new revenue lines and strengthen overall position.</p> <p>Understanding of enterprise customers purchasing processes</p> <p>Understanding of how to effectively coach and mentor team members</p>
<p>What you'll bring to QA</p>	<p>Strategic and Enterprise focus whilst being Customer centric.</p> <p>Strong personal values that align with QA's</p> <p>Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</p>