



1. Job Specifics

Job Title: Reports to: Location: Department:	DS4 - Account Manager Direct Sales - Sales
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2. About the role

Role Purpose	Your primary focus is to develop new and grow existing customer/partner relationships to deliver against specific, measurable targets.
Duties & Key Responsibilities	<ul style="list-style-type: none">• Identify and liaise with key stakeholders/decision makers for both new & existing customers/partners by telephone and email in order to maximise long-term sales opportunities• Prospect for new customers/partners whilst maintaining and growing your existing customer/partner base• Effectively facilitate client meetings to discuss relevant solutions in order to maximise sales opportunities• Prepare quotes and proposals to deliver high quality presentations in line with customer/partner requirements• Input, analyse and interpret all relevant sales management information to strategically prioritise your sales pipeline/cycle in order to consistently achieve and exceed targets• Deliver high levels of customer service that lead to long-term commercial relationships• Develop an in-depth understanding/knowledge of your product offering to ensure accurate positioning within the defined market space• Uncover revenue opportunities through thorough exploration of clients problem/need
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
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3. About You	
Skills & Abilities	<ul style="list-style-type: none"> • Ability to recognise buying signals and use influencing skills to create opportunities • Persuasive verbal and written communication style • Demonstrable understanding of how to manage, prioritise, plan and execute your workload effectively • Ability to understand customer/partner requirements, solve problems or close opportunities and only escalate when required (minimal supervision required) • Ability to work independently in a high pressured environment whilst maintaining a professional approach • Ability to plan future sales opportunities/pipeline • Strong attention to detail, whilst multi-tasking effectively
Experience	<ul style="list-style-type: none"> • Track record of achieving sales targets • Experience in a B2B sales function where you have had to deliver a wide range of products in order to maximise sales opportunities – ideally a consultative sales environment • Experience using IT systems e.g. Client Relationships Management systems • Proficient in Microsoft Office
Knowledge	<ul style="list-style-type: none"> • Understanding of consultative sales techniques • Strong stakeholder management from building initial rapport, to establishing relationships with decision makers who have purchasing authority • Strong knowledge of the sales cycle from initial contact/prospecting to purchasing service offerings • Full understanding of how to deliver great customer service
Qualifications	<ul style="list-style-type: none"> • Ideally you will be educated to Degree level or equivalent Or • Experience in a similar sales role that would reflect degree level qualification

Personal Attributes & Other Requirements

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