



## 1. Job Specifics

<b>Job Title:</b> <b>Reports to:</b> <b>Location:</b> <b>Department:</b>	DS4 - Account Manager  Direct Sales - Sales
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## 2. About the role

<b>Role Purpose</b>	Your primary focus is to develop new and grow existing customer/partner relationships to deliver against specific, measurable targets.
<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 your 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 strategically 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 the defined market space</li><li>• Uncover revenue opportunities through thorough exploration of clients 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 base</li></ul>

<b>Key Working Relationships</b>	Sales, Pre-Sales, Scheduling, Finance and Delivery teams
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<b>3. About You</b>	
<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 style</li> <li>• Demonstrable understanding of how to manage, prioritise, plan and execute your workload effectively</li> <li>• Ability to understand customer/partner 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> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Track record of achieving sales targets</li> <li>• 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</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 great customer service</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Ideally you will be educated to Degree level or equivalent Or</li> <li>• Experience in a similar sales role that would reflect degree level qualification</li> </ul>

**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