

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	DS4 - Account Manager
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 customer/partner relationships to deliver against specific, measurable targets.
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

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, good presentation skills • 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 <p>Good commercial acumen</p>
Your 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 <p>Proficient in Microsoft Office</p>
Your 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 <p>Full understanding of how to deliver great customer service</p>
Your Qualifications	<ul style="list-style-type: none"> • Ideally you will be educated to Degree level or equivalent <p>Or</p> <ul style="list-style-type: none"> • 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 with an entrepreneurial attitude • High level of resilience with a calm approach • Strong desire/motivation to achieve goals and develop own career

	<ul style="list-style-type: none">• 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
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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.

What's on offer?

[please adjust according to the specific benefits offered for this position]

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.

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.

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.

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.

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.

And finally, a few fringe benefits to assist with travel and lifestyle choices:

- Season ticket loan
- Corporate gym membership
- Cycle to work scheme