



A RICOH Company

Internal

MTI Group – Job Description

Job Title:	Client Director
Department:	Commercial Sales
Location/Division:	London
Reporting to (Manager):	Commercial Sales Director

The role:

This role is predominantly (80%) a field based, customer facing sales role, responsible for deep relationship development to deliver margin growth within a number of strategic accounts. The key to success in this role will be the leverage and maintenance of strong relationships with key stakeholders up to board level. The role requires the ability to use solution and diagnostic sales techniques to sell a wide range of services to deliver measurable business value.

The role will carry sales targets based on a sales growth plan.

Responsibilities:

The main responsibilities are detailed below, although the post holder would also be expected to perform any other duties which might reasonably be required by the business.

Sales

- Identify & proactively maximise opportunities for sales growth.
- Deliver sales to achieve targets.
- Create value by winning large scale IT projects in MTI's targeted solution sets and build annuity sales streams.
- Develop and maintain strong relationships with all key decision makers within allocated and target accounts.
- Work with and through the relevant specialist sales resources to develop new and existing lines of business.
- Own, manage and control the preparation of bids, tenders and RFIs / RFQs, and use allocated resources to ensure that high quality bids are submitted in a timely fashion.
- Allocate relevant focus and time to each customer and opportunity to deliver against the sales target.
- Achieve a minimum of 4-6 face-to-face customer meetings per week and ensure meetings have a formal agenda / objective and that meeting notes and actions are recorded.
- Identify and creatively resolve barriers to sales in individual opportunities.

- Ensure all actions from customer communication and meetings are distributed to the relevant personnel and are responsible for the outputs in a timely and efficient manner.
- Lead partner engagement with key and strategic partners.
- Work with aligned Account Manager to help to set objectives and build success in the customer base.
- Create and maintain 5 account plans for quarterly presentation to CRO and Sales Director.
- Increase customer engagement through spend frequency.

Planning and Forecasting

- Take a lead role in the planning and development of the Account sales strategies.
- Build a short, medium and long term sales pipeline of opportunities to the level required by the business - currently three times the annual sales target.
- Forecast sales pipeline weekly.
- Develop and action working account plans using the company templates, and review monthly with your line manager.
- Manage your time effectively to ensure that no customer is disadvantaged.
- Attend Vendor Training and Personnel Training Courses as requested by Management.

Person Specification:

Knowledge

You must demonstrate that you possess:

- Knowledge of value-based sales processes and how they are applied in practice.
- A good understanding of commercial market influences and trends, and the competitive landscape.
- Expertise to enable the provision of consultative services, and knowledge transfer to the targeted customer base.
- An understanding of the dependencies of IT on private sector efficiency, and how this converts into customer value.
- An in-depth knowledge of how organisational structures and decision-making processes affect purchasing decisions.
- An understanding of return on investment methodologies from a customer and personal sales target perspective.
- A knowledge and understanding of the services associated with MTI's core target sectors - Infrastructure, Security & Managed Services
- A broad understanding of the company's goals, and the Sales strategy in particular.

Skills

This role operates in a fast-paced and fast-changing environment, and you must be able to:

- Review customers, plan development and deliver against those plans.

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- Demonstrate business value at Board or Director level in order to gain commitment.
- Interpret business issues and translate these into technology or people-based solutions.
- Analyse sales data to understand current sales performance and improve ongoing performance.
- Verbally communicate precisely, effectively and with authority to both individuals and groups.
- Manage multiple tasks and conflicting priorities effectively.
- See tasks through to completion and within agreed timescales.
- Write clear, concise business English.
- Create concise, accurate and engaging presentations.
- Manage both your emotions, and the emotions of others.

Personal Attributes:

The following personal attributes are critical to success in this role, and you must demonstrate

- Gravitas; the ability to display a formal and dignified demeanour, giving credibility to your interactions at the senior level, both internally and externally.
- Intelligence, preferably a higher education degree / diploma or form of structured learning.
- That you take a “helicopter view”, and then focus on key areas of opportunity.
- That you make things happen, mobilising and motivate others to deliver on personal, company and shared goals.
- Confidence, self-motivation and plenty of initiative.
- That you are motivated by success.
- Persistence and resilience.
- A creative approach, looking to find innovative ways to overcome blockers.
- Positive outlook, being both energetic and approachable.
- Integrity, honesty and trustworthiness.

Package:

An attractive package is offered including:

- Competitive Salary
- Commission
- 25 days holiday (rising to 27 days with service)
- Pension scheme
- Private Healthcare
- Life Assurance

This description is not intended to establish a total definition of the job, but an outline of the duties.