

PERSON SPECIFICATION			
Job Title	Client Engagement Manager	Reports to	Sales Manager - North
Location	Daresbury - North	Department	Sales
Frequency of travel	Extensive	Level (competency)	3
Additional Information		Direct Reports	None
Key Result Area			
<ul style="list-style-type: none"> • Achieving Target consistently. • Pipeline to be updated at least twice per week and should be at least 3 x target, ie. 3:1 ratio as a minimum • Forecasting Accuracy + or – 15% accuracy on monthly forecast and 3 month rolling forecast, updated as below. • Business mix is at least 30% Services and at least 30% Product. • Appointments to be detailed in diary. • Territory Plan All accounts to be classified as A, B or C accounts. • Identify key accounts in advance. • Account Planning Document in place for top 3 accounts • Forecasting To be submitted to Sales Manager by 5pm each Thursday. • System must be updated at least twice per week. • SCOTSMAN to be completed with Sales Manager for key deals. • At least 2 complete updates each week on the Forecast system, and must be completed by 5.30pm every Thursday. • CRM - updated weekly with all customer meetings, telephone contacts and supporting information • Orders 90% to be clear (Right First Time) when submitted to SOP • All projects more than £10k GP Services must go through Solution's Bid Office • Attendance required at all events and seminars 			

Skills required			
Essential	Level	Desirable	Level
<ul style="list-style-type: none"> • Exceptional Sales History • Reseller Experience. • Award winning sales achievements that they can demonstrate – eg Club, or specific Awards. • Good understanding of Vistorm Vendors, sold security or Infrastructure products previously. • Security and Thin Client/Microsoft Industry knowledge. • Experience and relationship in a number of Northern Accounts. 			

Competencies

Self-Motivation

Develops plans for daily tasks, allocating work and monitoring progress and quality standards to ensure consistency of service and successful delivery/completion of tasks.

High Standards & High Integrity

Is open and honest and trusted by stakeholders in the workplace. Consistently demonstrates commitment to own and team objectives and adopts a flexible approach to work.

Customer Focus

Consistently establishes and develops effective & profitable relationships with internal & external customers to ensure the delivery of agreed service standards and deliverables that meet expectations

Impact

Focuses on creating a positive impression on peers, managers and customers, effectively preparing for meetings and engagements with stakeholders, ensuring that the purpose and/or objective of the meeting/engagement is met. Always represents our organisation positively and professionally, enhancing our reputation and image wherever and whenever possible.

Teamwork

Collaborates with team members and managers, sharing tasks and work effort to ensure the success of the team and to ensure the personal objectives of team members are met. Encourages others to express views and contribute to team work and group activities, including workshops and meetings.

Planning & Problem Solving

Responds to problems or change positively, demonstrating the ability to evaluate information by checking for variation from source data and a commitment to resolving issues and achieving effective outcomes. Identifies ways of improving or refining familiar and existing business or technical processes and functions.

Business & Commercial Acumen

Generates new ideas, concepts, plans and approaches, finding unusual or different solutions that effectively solve problems or create opportunities. Suggests new approaches that will improve the performance of own and team objectives.

Communication

Communicates own ideas to familiar audiences clearly and effectively both verbally and in a written format. Is able to interpret and present basic concepts related to our organisation and products & services to external stakeholders confidently. Differentiates between essential and non-essential information, passing on essential information and initiating a 2-way exchange between colleagues easily.