

PERSON SPECIFICATION			
Job Title	European Client Engagement Director	Reports to	
Location	UK Based	Department	Sales & Marketing
Frequency of travel	Extensive	Level (competency)	5/6
Additional Information		Direct Reports	
Job Summary:			
<ul style="list-style-type: none"> • Engagement with EDS on their existing client base in EMEA (not including UK). • Drive the incremental IT Security Revenue within these large EMEA clients. • Engage at IT Director and/or CIO level within the client accounts. • Position and optimise the combined Vistorm / EDS Security Solutions Portfolio. This includes Technology, Professional Services and Managed Services. • Engage with the EDS Account Executive and Client Security Officer on each client account to plan the appropriate engagement and form a "joined up" approach with the existing EDS team. • Network with the Vendor Partner community across EMEA to jointly solution into the clients. • Define a priority list for engagement based on EDS relationships and client security requirements. • Support EDS's new logo pursuits by owning the IT Security components and adding value • Provide innovation into EDS "Bids" both new and renewal. 			
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 • 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 on a weekly basis • System must be updated at least twice per week • SCOTSMAN to be completed with Sales Manager for key deals • Orders 90% to be clear (Right First Time) when submitted to SOP • Attendance required at all events and seminars 			

Skills required			
Essential	Level	Desirable	Level
<ul style="list-style-type: none"> • Exceptional Sales History • Award winning sales achievements that can be demonstrated – eg 100 % Club, or specific Awards • Good understanding of Vistorm's Industry and the Vendor partners • Ability to work using own initiative 		<ul style="list-style-type: none"> • Knowledge and understanding of the EMEA market • Experience of sales in the EMEA market • IT Reseller Experience • Experience of working with SI's 	

Competencies

Self-Motivation

Develops longer term and strategic plans and goals for our organisation and for customers, identifying potential issues and taking mitigating action. Operates at optimum effectiveness, even in unfamiliar environments, making improvements to efficiency and quality of service/delivery effort and successfully engaging the commitment of others to adopt high quality standards and balance short and long goals and requirements.

High Standards & High Integrity

Leads by example, representing our organisational values and objectives at all times, demonstrating full commitment to our organisation through everyday behaviour, approach and thinking. Encourages others to work with integrity, providing a context for their contribution to our organisation, and to support developing & establishing common behaviours and values

Customer Focus

Successfully consults with internal & external customers to develop long-term understanding of customers' organisation & strategic aims, developing profitable relationships with key stakeholders, providing value-add product & service solutions to meet customers' key business & personal goals. Is key relationship manager for customer, and is consistently effective in setting realistic and highly beneficial key service standards and deliverables, ensuring that our organisation is always in a state of readiness to effectively meet new and future requirements.

Impact

Anticipates opposing or negative forces that may create obstacles for or prevent personal and organisational objectives from being met and acts to mitigate or remove obstacles, finding cause for mutual benefit between stakeholders wherever possible and using established relationships and professional credibility to resolve issues.

Teamwork

Acts as an advocate of training and development, linking training or upskilling to the achievement of organisational goals. Encourages Represents the needs of others (peers, staff) with managers and budget-holders. Develops & implements training and development initiatives and/or programmes to support organisational development and objectives. Is focused on maximising organisational performance and consults and collaborates with stakeholders to ensure people contribute to these goals effectively.

Planning & Problem Solving

Is a champion of issue resolution and change management, identifying situations where our organisation would benefit from a major shift in direction, gathering, interpreting and analysing complex data to inform business cases and structure concepts. Confidently liaises with stakeholders to progress change, resolve issues and provide solutions to conflict arising from change or non-performance, always providing an appropriate context for activity/solutions that reflect our organisational goals, whilst always retaining a balanced view of the detail.

Business & Commercial Acumen

Creates new and improved products and services and innovative methods of taking these offerings to market. Encourages others to think creatively and to discuss and explore ideas and concepts. Is critical of own ideas and concepts, ensuring practicality and sustainable application of new solutions, tools, processes etc. Improves efficiency and solutions through use and development of technology wherever possible.

Communication

Presents clear and structured arguments/views to defensive or hostile audiences persuasively and fluidly. Gains support and agreement for views and solutions from external groups (i.e. clients) by effectively articulating key messages, ideas and information. Is confident and effective when facilitating communication between others and in leading requirements gathering and interviewing exercises.