



Job Title	Client Engagement Executive	Reports to	Team Leader / Regional Sales Manager
Location	Daresbury	Department	Sales
Frequency of travel		Level (competency)	
Additional Information	Experience desirable	Direct Reports	None
Key Result Area			

All Levels

To focus on Managed Services, and Professional Services growth:-

- Drive and take ownership from the technology based sales to clients
- Selling new business into existing accounts.
- Maintaining business relationships with vendors.
- Maintaining business relationships with customers, inc. regular updates and evaluations.
- Assisting Client Engagement Manager/Director with the maintenance of account plans.
- Assist Client Director to maintain a minimum pipeline of 3x target.
- Within identified accounts, up-selling and cross-selling of Vistorm solutions.

Orders-

95% accuracy of all orders submitted to SOP

Quotes

Quotes to meet correct company margin rules or email of authorisation from Sales Manager/relevant Business Manager if not

Forecasting

All quotes generated by your externals and yourself must be added within 24 hours on to the sales forecasting system

Your forecast must be updated for the next business month by c.o.p on the 1st business day of that month

Your forecast must be updated 5 working days to the last working day of that sales month with any deals that will not book and invoice being removed from that month.

All Revenue, GP, figures must be accurate and all items in the correct line of business

No reds/out of date next action dates more than a week old

Renewals

Review RAG report and ensure all MS, ESS and MMC renewals are quoted and forecasted by no later than 45 days before the renewal date.

15% increase to be applied to all Managed renewals

RAG report completed with 15% information 45 days in advance

Vendor registrations

100% of opportunities that qualify are to be logged within the correct time-scales

Leads

All leads to reported back to Marketing by adding a call note to Clientele within 24 hours of the receipt of the email. Ensure you move the next action date forward to an appropriate date.

EPM's

EPM's to be accurate and fully completed before submission. In correct business area/address and requirement fully scoped. All requests for dates/availability must be via an EPM.

Competencies

Self Motivation

Consistently meets set deadlines and completes scheduled tasks. Demonstrates commitment to own role and responsibilities, highlighting any issues or difficulties to managers early on. Possesses good time management skills.

High standards & Integrity

Consistently demonstrates own reliability and is trusted to meet set quality standards and criteria for success within own role and areas of responsibility.

Customer Focus

Understands and consistently meets customer (and Vistorm) expectations. Is personable and demonstrates willingness to support customer goals.

Impact

Is aware of own role and responsibilities within the broader context our organisation, and consistently ensures that own contribution has a positive impact on our organisation, customers and other stakeholders.

Teamwork

Is an active part of the team, consistently contributing to group tasks and team projects. Includes others in 'team' and social activities and encourages teamworking.

Planning & Problem Solving

Demonstrates a willingness to help resolve issues or difficulties within the context of own role and responsibilities. Is proactive in highlighting potential risks and collaborates with stakeholders to resolve risks, issues and difficulties. Consistently 'gets things done' in adverse circumstances.

Business & Commercial Acumen

Demonstrates ability to contribute to brainstorming sessions and workshops within the scope of own role and responsibilities. Takes a balanced approach to new initiatives and change, examining options and alternatives evenly.

Communication

Is able to articulate own ideas and opinions verbally and in basic written form . Is able to adapt basic behaviour and communication style to appropriately address different audiences.