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| Role Title  | Account Executive |
| Function & Dept. | Commercial Sales |
| Salary Range | Annual Base Salary = £35,000 paAnnual Bonus = £15,000  |
| Career Growth Level | F - Supporting & Co-ordinating |
| CGP Descriptor  | More complex roles which do not require significant specialist knowledge, but may work with confidential/ key information, are involved in process delivery, and may have some supervisory responsibilities |
| Team  | Commercial New Business Sales |
| Reports to | TBD |
| Role Purpose  | To develop and increase ongoing revenues and margin contribution from mature Managed Account(s) through pro-active & re-active incremental sales of the full range of SCC products & services. You will work with the Account Managers who own these customer accounts within SCC, working as a team to deliver excellent customer service and incremental, primarily volume, sales. You will manage incoming demand in line with customer requirements, up and cross sell the broader portfolio and align with SCC partners in order to maximise margins. Operate as part of a team based in region serving the Scottish, NI and North-East England Public Sector.We are looking for Account Executives to join us and, reporting into our Regional Sales Manager, engage with existing customers, ensuring that we have accurate data within our CRM system. Your role will mainly sales focused however there will also be an element of administration, data entry and customer service. You will maintain and develop brilliant relationships with key customer and partner contacts using our CRM system to track your business. You will engage and develop brilliant relationships with SCC’s vendor partners and our respective partner managers to capitalise on a range of programmes and incentives that will drive our overall win rate. Our vendor partners will engage with you and your team on co selling activities to support training and enablement focussed on personal and team development. |
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| Key Responsibilities  |
| 1. Respond, identify, create, develop and campaign sales opportunities within new business customers. Record all qualified business in Sales Hub. Engage with SCC’s partners following established processes to ensure that opportunities are registered and recorded within the companies CRM system
2. Respond to all leads generated quickly and capitalise existing opportunities
3. Maintain, expand, and build engagement with vendors and partners both within the existing account base and net new customers, managing these engagements to drive sales growth and rate of margin.
4. Proactively pursue deal registration, margin maximisation programmes, and drive positive engagement with customers and vendors to drive deal closure.
5. To work effectively with SCC solution experts in defining the right proposition for a specific client requirement.
6. Maintain accurate and timely forecast in Sales Hub. In line with the account plans and within Sales Hub, create, maintain and grow associated contacts, campaigns, and customer data.
7. To effectively manage, grow and maintain long-term customer relationships at all levels and appropriate departments within the customer/s and engage with Snr SCC colleagues as and when required.
8. Identification of Opportunity and Risk to SCC – operational, commercial, and legal. Taking into consideration the financial imperatives within SCC in relation to all sales opportunities within the designated accounts. For example, using Payment Solutions to maximise the in-year margin contribution for SCC.
9. Prospecting to net new customers will include cold calling, email and social media campaigns.
10. Developing and closing new business opportunities within current and net new target customers to achieve annual gross margin target of £100k. Develop and execute against a new business campaign strategy, driving business across all SCC products and services.
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| Person Specification  |
| 1. Demonstrable technology infrastructure and services sales experience and proven success driving product focused sales into Public Sector organisations.
2. Good technology and services knowledge aligned to SCC focus areas and can articulate this well whilst communicating effectively with the client.
3. Commercial awareness in the supply chain with a proven record of successful negotiation at client and vendor levels.
4. Previous experience in Sales within the IT Sector.
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| Key Competencies |  | Level  |
| Selling | Finding prospective customers and working with them to identify needs, influence purchase decisions and enhance future business opportunities  | 1 : Individual Contributor* Identifies new leads and prospects and any often lead bid processes, discusses contracts, and maintains customer contact during and after selling, to pre-empt issues and identify further opportunities
* Responds to assigned sales leads and uses current information to achieve sales objectives
* Applies agreed standards and tools to perform simple tasks or support complex sales process
* Monitors and reports on assigned sales quota, performance, customer satisfaction, market intelligence and competitors
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| Stakeholder Relationship Management | Influencing stakeholder attitudes, decisions and actions for the mutual benefit  | 1 : Individual Contributor* Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information
* Implements stakeholder engagement/communications plan
* Collects and uses feedback from customers and stakeholders to measure the effectiveness of stakeholder management and helps develop and enhance customer and stakeholder relationships
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| Presentation Skills | The ability to deliver compelling, engaging, informative, transformative, educational, enlightening and or and instructive presentations to a group of individuals | 1 : Individual Contributor* Makes presentations to small groups of individuals and familiar audiences
* Explains simple problems and technical information in a clear a succinct manner
* Listens effectively and asks questions to probe and check understanding
* Listens attentively and with empathy to concern expressed by others
* Asks questions to clarify ambiguous messages
* Employs visual aids to good effect and writes with sound knowledge of written English including grammar and spelling
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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 1 |
| 2. | Passion  | 1 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 1 |
| 5. | Family  | 1 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | January 2024 | Original | Sales | January 2024  |