



Role Title	Solution Specialist - Software UK
Function & Dept.	SCC - UK Software Business Unit
Career Growth Level	Collaborating and Providing Technical Knowledge (E)
CGP Descriptor	Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity.
Team	Software UK Division
Reports to	Sales Manager
Role Purpose	<p>To build strategic relationships with new and existing customers, creating incremental sales by advocating for SCC Software’s customer portfolio. Solution Specialists work collaboratively with the account team and are responsible for the business opportunity until it is contracted, ensuring a smooth transition into delivery/transaction.</p> <p>You are excited by the opportunity to add value to the customer and are keen to share relevant insights and knowledge so the customer wants to meet with you. You build strong rapport by consulting with the customer to understand what their objectives are and then by delivering on these requirements.</p> <p>You are clear on the customer’s priorities and these are reflected in account plans and prioritisation of your time. You demonstrate a strong understanding of the buying and budgeting process and you use this knowledge to build compelling commercial offers. You possess a systematic approach to building, expanding and deepening customer relationships. Your mindset enables you to balance the long and the short-term to maximise the lifetime value for the customer.</p> <p>This role focuses on selling IT Service Management (ITSM) and IT Operations Management (ITOM) solutions solutions and associated services. The successful candidate will be responsible for growing revenues and profitability for SCC’s Software Business Unit through effective selling to SCC customers and new name customers.</p>

Key Responsibilities
<ol style="list-style-type: none"> <li><b>Achieve Targets:</b> Meet or exceed annual gross margin targets as set by SCC at the beginning of the financial year.</li> <li><b>Pipeline Management:</b> Develop and maintain a robust and accurate pipeline within SCC’s CRM system Sales Hub working in collaboration with SCC’s Branch Teams, sufficient to achieve or exceed target.</li> <li><b>Territory Planning:</b> Create and execute a Territory Plan that maximises returns from customers and identifies product and solution whitespace in your territory.</li> <li><b>Vendor Relationships:</b> Cultivate strong relationships with relevant vendors and vendor management teams to create co-sell opportunities and drive vendor-generated pass-through deals.</li> <li><b>Sales Cycle Management:</b> Oversee key aspects of the sales cycle, from customer engagement through to deal closure and handover to delivery.</li> </ol>

6. **Market Insight:** Understand the competitive landscape and position SCC to win by emphasising our differentiators.
7. **Product/Service Evolution:** Contribute to the development of product and service roadmaps by identifying repeatable customer challenges that can be profitably addressed.
8. **Cross-Selling:** Demonstrate working knowledge of other SCC products and services to support the generation of collaborative pipeline for other divisions.
9. **Revenue Recognition:** Maximise revenue recognition by constructing optimal commercial terms.

#### Person Specification

##### Experience:

- Extensive sales experience with ITSM and ITOM solutions, particularly with ServiceNow and Xurrent.
- Proven ability to drive digital automation initiatives and improve service delivery efficiency.
- Familiarity with the implementation and management of ITSM and ITOM platforms, ensuring alignment with customer objectives.
- Background in working with both commercial and public sector customers.
- Knowledge of purchasing and budgeting processes to drive the sales process.

##### Skills:

- Ability to communicate compelling responses to customer challenges both verbally and in writing.
- Expertise in leveraging ITSM and ITOM tools to streamline processes and enhance operational efficiency.
- Strong understanding of digital automation practices and their application in IT service delivery.
- Possesses a systematic approach to building, expanding, and deepening customer relationships.
- Ability to manage multiple priorities and meet deadlines.
- Strong organisational and time management skills.
- Vendor aligned certifications to demonstrate vendor knowledge and engagement.

##### Personal Attributes:

- High level of integrity and professionalism.
- Ambitious and action oriented.
- Resilient, tenacious, positive and determined.
- Collaborates well with internal teams to meet customer requirements
- Adaptable and flexible in a fast-paced environment.

##### Interpersonal:

- Strong interpersonal and relationship-building skills.
- Exceptional stakeholder management skills, capable of engaging and clearly communicating with teams across the vendor landscape, the Software Business Unit and the wider SCC business.
- Excellent communication and negotiation abilities.
- Proficient in presenting to diverse audiences.

Key Competencies:		Level:
1.	Selling	1
2	Key Account Management	1
3.	Communication Skills	1
4.	Facilitation Skills	1
5.	Business Development	1
6.	Presentation Skills	1
7.	Relationship Building	1
8.	Planning and organising	1

9.	Stakeholder Relationship Management	1
Value Behaviours:		Level:
1.	Responsibility	1
2.	Passion	1
3.	Customer First	1
4.	Agility	1
5.	Family	1

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024