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| Role Title  | Technical Account Manager – Diamond Accounts |
| Function & Dept. | Sales |
| Career Growth Level | Contributing & Developing (D)  |
| CGP Descriptor  | Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers |
| Team  | Sales |
| Reports to | Sales Director |
| Role Purpose  | The **Diamond Technical Account Manager** operates as a dedicated resource to two strategic customers to provide strategic and tactical guidance and assists with technical issues. You will also work with key stakeholders (both internal and external) to review business and operational challenges, provide guidance and propose enhanced solutions to ensure the success of the customer’s objectives. |
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| Key Responsibilities  |
| 1. Supports strategic customer transformation & innovation plans operating as part of a strategic acct team aligned with SCC’s five key business units.
2. As a trusted advisor the TAM has a significant influence on the way in which SCC delivers optimal value to our customers aligning our solutions portfolio and partner ecosystem. Through internal and customer stakeholder engagement the TAM assists in the evaluation of business and operational challenges, provides guidance, and proposes solutions focussed on our customer’s objectives.
3. To be successful in this role; you will be passionate about providing a great customer experience and enjoy working with people and building strong, successful relationships. You must possess strong time management skills, be able to think out of the box and provide exceptional stakeholder management and communication skills. A TAM will be expected to uncover additional sales opportunities in conjunction with the account team and technical community.
4. Maintain, expand and build engagement of vendors and partners within the account base, managing these engagements to drive sales growth and rate of margin.
5. Contribute to effective Account Planning in SalesHub. Support regular opportunity planning to maximise sales effectiveness in line with the operational objectives. Take accountability of the activities performed by the virtual team to build close plans to retire the aligned target and meet the ratio of services and product.
6. To work effectively with SCC solution experts in defining the right proposition for a specific client requirement.
7. To effectively manage, grow and maintain long-term customer relationships at all levels and appropriate departments within the customer/s and orchestrate senior SCC Executive engagement into your customers.
8. Identification of Opportunity and Risk to SCC – both 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. Actively coach and support the development of strategic growth planning helping to develop ideation and the facilitation of company resources to build, measure and execute against defined objectives.
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| Person Specification  |
| 1. Demonstrable technology infrastructure and services sales experience and proven success driving enterprise size projects into large Public Sector organisations.
2. Extensive technology and services knowledge aligned to business outcomes and can articulate this well whilst communicating effectively with the client up to all CxO levels.
3. Proven experience of selling IT Consulting, Professional and Managed Services and/or Enterprise class solutions.
4. High level of business and commercial awareness with a proven record of successful negotiation at senior levels.
5. Proven track record with continued and sustainable growth within previous client engagements.
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| Key Competencies |  | Level  |
| 1. | Key Account Management | 3 |
| 2 | Relationship building | 3 |
| 3. | Stakeholder Relationship Management | 3 |
| 4. | Business Acumen | 3 |
| 5. | Business Development  | 3 |
| 6. | Presentation Skills | 3 |

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| Management Competencies |  | Level |
| 1. | Leading, Developing and Managing People  | 2 |
| 2 | Problem Solving and Decision Making  | 2 |
| 3. | Influencing Others  | 2 |
| 4. | Embracing the need for change | 2 |
| 5. | Thinking & Acting Strategically  | 2 |
| 6. | Planning & Analysis | 2 |
| 7. | Performance Management | 2 |
| 8. | Employee Experience  | 2 |
| 9. | Resourcing | 2 |
| 10. | Competency Assessment  | 2 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 3 |
| 2. | Passion  | 3 |
| 3. | Customer First  | 3 |
| 4. | Agility  | 3 |
| 5. | Family  | 3 |

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