JOB DESCRIPTION

Account Director

Responsible to:	Commercial Director
Direct Reports:	None
Salary:	Negotiable

TNP Overview

Based in the North-West, but operating nationwide, TNP are a key trusted partner of network infrastructure and cyber security to the Public Sector, with a focus in Local Government, Healthcare, Police & Fire and Education. As Public Sector experts, TNP have an impeccable customer service record along with strong case studies across all focus verticals and direct access to key procurement frameworks.

TNP know their market, understand the right product and service mix, and have a proven methodology for success in their key sectors across the North West. The strategy is to expand this approach into new geographic regions and deepen knowledge, expertise and relevance in the sectors they serve. This is your opportunity to spearhead a fantastic growth journey in a customer-facing role.

We want to make sure we have the best people for the job and provide genuinely equal opportunities for our people to thrive. Our recruitment process is designed with inclusion and equity at its core, and we encourage all our employees to work to deliver TNP's mission which is to be:

"The trusted long-term partner to public sector, delivering excellent outcomes in connectivity and security"

Underpinning this are TNP core values that encourage and support staff to work within a behavioural framework of:

People First, All in it Together
Never Stop Evolving
Do the Right Thing Always
Take Action Be Accountable

Role Overview

Based in the North West, TNP are looking for an Account Director to play a critical role at the head of a vertical market, delivering growth both through the exceptional management of existing strategic customer accounts as well as the acquisition of new, profitable business.

You'll be well experience in selling to the public sector, and have deep vertical experience in one of our focused vertical markets. You'll spend your time with customers, colleagues, partners and vendors to ensure TNP is hyper-relevant and hones its story and offering to meet evolving customer needs.

Main Function

The Account Director will develop and embed recognised account management practices within each customer and prospective customer, including owning some of TNPs largest and most strategic clients, requiring excellent communication skills and an outcome-focused, customer-first attitude.

You'll own the end-to-end commercial interaction with customers, from opportunity identification to benefit realisation following successful delivery. Your feedback and customer advocacy will be critical to the continued development of TNPs products and services.

Ultimately the role will be responsible for achieving customer retention, account growth and strategic account targets.

Special Conditions

- Disclosure and Barring Service (DBS) is a condition of initial appointment
- This post requires the ongoing possession of a full, valid UK driving licence
- NPPV3 clearance may be required, depending on vertical alignment

Contacts

Name/Organisation	Reason	Approximate Frequency
Commercial Director	Day to day management, directions & instructions	Daily
Commercial Director	Performance monitoring	Monthly
Commercial Director	Reviews	Quarterly
TNP Internal	Team work	Daily
Customers & Partners	Developing the customer account base, ensuring client satisfaction and generating new business within them.	Daily

MAIN DUTIES

1. Build strong client relationships with existing customers, at all levels from CXO-level to IT technician.
2. Build and manage an account management structure, using both Commercial Team members and those from other corporate functions.
3. Potential line management responsibility, as the team grows.
4. Achieve assigned strategic account objectives.
5. Bid management - prepare PQQ, RFI and ITT responses.
6. Suggest solutions and innovate ideas to meet client needs.
7. Monitor sales performance metrics.
8. Prepare monthly, quarterly and annual reports and forecasts.
9. Assist in marketing activities.
10. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest improvements, and clear and professional styles of communication at all times.
11. Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

Person Specification

Criteria	Essential / Desirable	Application Form / Interview
BSc degree in Sales, Business Administration or similar (relevant technical field)	Desirable	Application form / Interview
Proven experience in an account director or similar role, with vertical experience in Local Government, Police & Fire, Health and / or Education. Wider Public Sector experience is also desirable.	Essential	Application form / Interview
Track record of selling through government/public sector frameworks	Essential	Application form / Interview
Excellent communication and interpersonal skills with an aptitude for building strong client relationships, at all levels, and an ability to maintain confidentiality	Essential	Application form / Interview
Experience of telecommunications, IT or similar technical selling environment	Essential	Application form / Interview
Excellent presentation skills	Desirable	Interview
Excellent MS Office skills	Essential	Application form / Interview

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Ability to work in a team with matrix management across a variety of corporate functions	Essential	Application form / Interview
Experience of line management and managing sales teams	Desirable	Application form / Interview
Experience of setting up and managing account management systems/frameworks in similar organisations	Desirable	Interview
Strong negotiation skills with a problem-solving attitude	Essential	Application form / Interview
Availability to travel across the UK as needed	Essential	Interview
Full UK Driving Licence	Essential	Application form