

JOB DESCRIPTION

The Networking People Ltd

Account Manager

Responsible to: Account Director
 Immediate Subordinates: None
 Leave entitlement: 25 days (plus 8 days bank holiday)

OVERVIEW

Based in the North-West, TNP are looking for an Account Manager who will play a critical role in developing an established customer base by following the implemented ethos that differentiates TNP from its competitors. The role will also involve new customer prospecting and on-boarding as part of their activity.

In addition to solid experience in commercial network solution sales the candidate should have some appreciation of Public Sector ICT network requirements. It is also desirable that they have some understanding of procurement in the sector, such as the variety of tendering processes and framework purchasing routes (e.g. OJEU procedures and Crown Commercial Service frameworks). In order to address this the candidate will also show capability and willingness to participate in the management and creation of bid responses.

It would be expected that the candidate would be able to establish an appreciation of their target and objectives and be able to work up a dynamic sales plan to achieve their agreed goals. Once an established sales plan has been agreed, progress reporting back into the business in a timely fashion at agreed intervals will be a key focus.

MAIN FUNCTION

The Account Manager will represent TNP and interact with major prospects and clients, requiring excellent communication skills and a customer service attitude. The role will enable TNP to grow its strategic account customer base with public sector clients that have large multi-discipline ICT requirements.

Ultimately the role will be responsible for achieving new business sales quotas and strategic account targets.

SPECIAL CONDITIONS

This post requires the ongoing possession of a full, valid UK driving licence.

CONTACTS

Name/organisation	Reason	Approximate Frequency
Account Director	Day to day management, directions & instructions	Daily
Account Director	Performance monitoring	Monthly
Account Director	Reviews	Quarterly
TNP Internal	Team work	Daily

Customers & Partners	Developing a pipeline of strategic accounts and generating business with new prospects. Liaising with existing customer base to increase business.	As required
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MAIN DUTIES

1. Identify and approach new potential customers.
2. Build account development plans for existing TNP customers
3. Achieve assigned strategic account objectives.
4. Establish strong, long term client relationships.
5. Communicate with major prospects on a regular basis and respond to queries.
6. Monitor procurement portals/websites.
7. Prepare Sales Proposals, PQQ, RFI and ITT responses.
8. Suggest solutions and innovate ideas to meet client needs.
9. Monitor sales performance metrics.
10. Prepare monthly, quarterly and annual reports and forecasts.
11. Assist in marketing activities.
12. 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.
13. 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 as a strategic or key account manager/new business role	Desirable	Application form / Interview
Ability & willingness to undertake relevant professional qualifications in the field of networking & security	Essential	Interview
Public sector sales experience	Desirable	Application form / Interview
Excellent communication and interpersonal skills with an aptitude for building strong client relationships and an ability to maintain confidentiality	Essential	Application form / Interview
Experience of telecommunications, IT or similar technical selling environment	Essential	Application form / Interview
Excellent MS Office skills	Essential	Application form / Interview
Ability to work in a team	Essential	Application form / Interview
Bid Writing and Bid Management experience	Desirable	Application form / 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
Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks with flexibility, proactivity and completion to a high quality of workmanship.	Essential	Application form / Interview
A flexible approach to areas of work which will include occasional work outside of standard office hours.	Essential	Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview