

Job Description

Job Title: Head of Sales - Water	Department and Location: Water Sales
Reporting To: TBC	Responsible For: Leading the Water Sales Team, budget performance review, Water SD2 management, Water customer engagement plans and Input on Water Demand plan.
Other Working Relationships Internal: Sales Director, Finance, Logistics, Internal /External Sales, Directors, Commercial Manager, Service Delivery Team External: Customers, Professional and Industry Organisations	
Role Purpose: To achieve budgets and targets for designated accounts. To maintain and develop existing and new customers. To be aware of and manage all activity within the designated accounts.	
What Good Looks like: Excellent organisation skills, target focused, analytical, dynamic and driven professional.	

Role Specifics

Growth Responsibilities / Duties:

- Create and deploy distribution growth and engagement strategy
- Expand both product breadth and geographical coverage in keys sectors
- Manage the end-to-end sales for customer contracts
- Listening to customers, understanding their concerns and outlining solutions to meet their needs
- Promoting the benefits of new and improved products and services offered by the business
- Lead the team to achieve national objectives and achieve budgets for and your teams designated accounts
- Responsible for leading national product mix strategy within targets in line with company objectives.
- Owns the Customer Engagement strategy for the Accounts in their region, whilst ensuring the Water team complete Customer Engagement documentation
- Attend regular professional association meetings/dinners relevant to AVK market.
- Arrange and attend regular external account meeting for review and presentation of company products and services.
- Maintain, develop and manage specific service offer agreements in conjunction with Supply Chain, Service Delivery Team and Commercial management to ensure consistent service excellence.
- To respond to any Customer complaints (including first response to site if required) ensuring that these are appropriately passed to the relevant personnel in the business to action
- Work within gross price and discount structure within agreed authorities to secure orders
- Respond to and follow up all sales enquiries and quotations using appropriate methods, recording results to an agreed format.
- Develop relationships with key decision makers within allocated accounts using all ethical methods to include entertainment (attendance and organising) and factory visits
- Support any customer survey activities
- Attend training to develop relevant knowledge and skills
- Leading the AVK Key Account Management captures all aspects of the business relationship. As such the position requires an overall management and awareness of Profitability, Turnover, Product Mix, Project Management, Payment, Pricing, CRM and KPI's. This is not an exhaustive list but demonstrates the position requirement of the management of the total business relationship.

Leadership Responsibilities / Duties:

- Lead the team in arranging quarterly reviews with the Utility customers in their region
- Communicate on a frequent basis, progress of account action plans, objectives and overall budgets of the Water team
- Provide monthly reports on account activities in an agreed format and to agreed timescales for the Water team
- Liaise and attend meetings with other company functions necessary to perform duties and aid business and organisational development
- Provide customer training when required
- Responsible for managing price increases as required across the customer base in line with contract renewals and framework anniversary dates.
- Manage personal territory according to an agreed account plan especially managing personal time and productivity

Lean Responsibilities / Duties:

- Ensure that the Water Team report all activities through CRM registering all calls and ensuring all meeting actions are logged.
- Development, review and achievement of "live" plans by customer/product in an agreed format, in conjunction with Commercial and Market Sector teams.
- The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Signed (Job Holder): Date: