

SALES TEAM MANAGER (FIXED I&C)

THE ROLE

Managing the Account Management team responsible for new business acquisition and renewals of customers 1-30 GWh on a fixed supply contract through Third Party Intermediates (TPI's). Ensuring there is sufficient resource, processes and training to enable the team to achieve their targets in line with the business plan.

RESPONSIBILITIES

- Ensure the total net growth sales target for the team is met each year.
- Manage and engage the team to improve Account Management and TPI conversion rates.
- Analyse TPI performance (conversion rates, resource required, ability to cross/up sell, price feedback performance, average margin won).
- Optimise TPI relationship beyond daily contacts.
- Maximise every opportunity, continually reviewing performance of standard margin and gather price feedback for >80% prices.
- Improve and embed the use of a CRM system.
- Support the team with TPI account plan strategies.
- Accompany Account Managers on TPI, prospect and customer meetings.
- Support Account Manager strategies to renew customers early.
- Support the team with personal development plans and training.

Direct customer/prospect sales alongside the TPI

- Embed sales processes for new non-supply products.
- Coach and guide the team with direct sales techniques.

- Work with Salesforce administrator to keep data entry accurate.
- Work with Sales Support Team Manager to continually improve processes.

Reporting

- Maintain and report on key sales metrics and KPIs to plan and manage the team's sales performance in line with the company growth targets. Include analysis and meaningful insight to identify market trends, strengths, opportunities, threats, and weaknesses.

RESPONSIBILITIES - CONTINUED

Internal stakeholder management for the team

- Liaise with Customer Service Team Manager to improve query management processes.
- Liaise with the Credit Team Manager to standardised credit exception process.
- Support Account Managers with customer T&C's amendment requests.
- Collaborate with Marketing when rolling out new collateral and communications.

Resource Management

- Proactive forward planning of workload, optimising existing resource, and highlighting the need for additional resource when required with an informative business case.

THE IDEAL CANDIDATE

- I&C sales experience within the energy industry. Preferably some direct sales experience and Team Management experience for Account Managers and/or Business Development Managers.
- Knowledge of fixed electricity supply contract tender and negotiations process, including price build up, pricing windows, credit requirements, volume tolerance and payment options.
- Ability to map and optimise a sales process, identifying key sales objections and how to overcome them.
- Excellent organisational and time management skills with the initiative and ability to proactively plan and prioritise own work, and recognise when to ask for assistance.
- Strong ability to analyse data and present statistical information effectively.
- to achieve their targets, develop as individuals and grow the team.

THINK YOU'VE GOT WHAT IT TAKES?



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