



JOB DESCRIPTION PTS - Sales and Account Manager

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 1 of 5
Issue 1 – 1 st Review	



JOB DESCRIPTION

PTS - Sales and Account Manager

Region/Department: Haven Corporate PTS	Signature of Job Holder: Date:
Reports To (Title): Senior Commercial Manager	Signature of Manager/Supervisor/Head: Approved/Date:
Cost Centre and Job Number:	Evaluated Grade: Date:

1. **JOB PURPOSE**

This is a key role within the Commercial Office. Key functions of the position will be Telemarketing, Business Development and customer liaison including completion of tenders and pricing. These functions support the PTS operations located at the Larbert site in its primary purpose of successful contract execution through a range of textile processing operations and distribution services that sustain viable, long term employment opportunities for those disadvantaged by disability or social circumstance. The post will source and maximise profitable new business opportunities primarily by maintaining and growing positive customer liaison with Public Sector and Private Sector organisations. The role also supports efficient use of information management system through the administration of Sales and Project Management.

2. **MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE**

(Indicate the minimum recruitment specification and also the ideal person specification and the preferred minimum qualifications and skills for fully satisfactory job performance and to meet expectations)

Formal Education / Training Include any specialised education and qualifications needed to do the job.	A diploma level qualification or equivalent (SQCF Level 8) or relevant proven equivalent commercial experience
Work Experience Clarify the minimum years of total work experience and other relevant work experience required to do the job	3-5 years working in a commercial environment is essential. Experience working within a similar sales and Account Management role would be an advantage <ul style="list-style-type: none"> ▪ Experience of the Supported Employment sector would be an advantage. ▪ A demonstrable track record of success working in the fields of Tele-Sales.
Skills and Knowledge Include any specialised skills or knowledge needed for the job.	<ul style="list-style-type: none"> ▪ A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality. ▪ Ability to accurately generate and manage commercially sensitive tenders and quotations ▪ A track record of driving business change in pursuit of commercial excellence ▪ Ability to analyse complex problems and develop workable options ▪ Strong written, oral and interpersonal skills with a proven ability to engage with and influence all relevant key stakeholders ▪ Commitment to promoting and advocating for the rights of people with a disability/disadvantage ▪ Ability to demonstrate a thorough understanding of management accounts ▪ IT literate with to ability to operate a Client Relationship Management (CRM) IT system

HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 2 of 5
Issue 1 – 1 st Review	



HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 3 of 5
Issue 1 – 1 st Review	



3. **JOB DUTIES AND RESPONSIBILITIES**

Explain in not more than **eight points** the principal accountabilities that the job must achieve. Each accountability statement should explain what is being done, to what, why it must be done, the targeted performance level and how to achieve it. For example, develop and recommend (WHAT IS DONE) sales and revenue budget (TO WHAT) to meet planned growth (WHY) on annual basis by 1st January (TARGET) by understanding the external environment and internal business direction (HOW).

Job Area (What is done, and to what, and why)	
1.	Conduct telemarketing with existing and potential new clients within agreed target markets to create sales leads and generate orders to ensure that sales targets are achieved
2.	Maintain an awareness of competitive activity and pricing structure in order to maintain competitive marketing
3.	Achieve sales margin targets as set out in budget with 50% growth
4.	Track and identify and complete relevant tender opportunities through effective and efficient on-line tender site management and complete new or emergent potential tender opportunities in order to ensure that tender bids can be presented within required timeframes.
5.	Manage and develop relationships with new and existing customer base
6.	Provide regular status reports and analysis of the business.
7.	Attend events and any networking for potential new business
8.	Adhere to safe working practices and contribute to the creation maintenance of a healthy, safe environment.

HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 4 of 5
Issue 1 – 1 st Review	



4. **COMMUNICATION AND WORKING RELATIONSHIPS**

(Explain the relationships involved with what type of people and what level of communication skills and explain reasons for communications both within and outside the organization with which this job has to interact)

Typical Level of Interaction <i>Select one only</i>	<input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. <input checked="" type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. <input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Operations Team Leaders / Supervisors ▪ All staff within the network area ▪ Haven Financial Manager ▪ Purchasing and Quality Manager Larbert
Level of Audience (Internal) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management
Primary Audience (External) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Core established clients ▪ Prospective clients (no established working relationship)
Level of Audience (External) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management

5. **KEY DIMENSIONS AND RELATED JOB RESULTS**

(Specify annual dimensions for any financial or budget responsibilities, and the nature and value of any transactions on which the job has an impact or contribution, and the number of employees reporting directly and indirectly to this job, and any other critical relevant dimensions)

No budget
 Sales target growth to £400K per annum.
 No direct reports

6. **OPERATING ENVIRONMENT**

(Comment on any specific factors that affect the job and how the job is performed, such as special conditions, travel, work pressure, etc)

- The place of work will be Haven Larbert

HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 5 of 5
Issue 1 – 1 st Review	



- The post holder should hold a full driving license as local travel (generally within Scotland) to customer contact locations may be required.
- Predominantly office based with occasional requirement to attend external client meetings as required.
- Required to attend networking events.
- Some work may be required to be undertaken outside normal office hours (e.g. customer contact meetings) as and when required (infrequent)
- Close working in partnership with the Purchasing and Quality Manager Larbert is required to ensure smooth handover of confirmed orders for purchasing, and operational planning and scheduling requirements.

HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 6 of 5
Issue 1 – 1 st Review	



7. KEY COMPETENCIES

(Select the critical competencies and behaviours that should be demonstrated to achieve fully satisfactory performance)

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Respect for others Level: Advanced	You seek advice when you are having difficulty promoting equality and diversity. You support others with whom you work, to work in ways that: <ul style="list-style-type: none"> ▪ recognise and respect individuals' beliefs and preferences ▪ take account of individuals' preferences in everything they do ▪ Acknowledge and respect diversity and difference. You reflect on, and challenge: <ul style="list-style-type: none"> ▪ Your own assumptions, behaviour and ways of working. ▪ Assumptions of others, their behaviour and ways of working, procedures, practices and information that are discriminatory.
Building Relationships and Communication Level: B - Advanced	You build and maintain contact with colleagues and other stakeholders to assist in performing role. You act as an effective link between staff and senior management. You encourage open and constructive discussions around work issues. You project conviction, gaining buy-in by outlining relevant information and selling the benefits. You treat others with diplomacy, tact, courtesy and respect, even in challenging circumstances. You present information clearly, concisely and confidently when speaking and in writing.
Judgement and Decision Making Level: C - Competent	You effectively deal with a wide range of information sources, investigating all relevant issues. You understand the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc. You identify and understands key issues and trends Correctly extracts & interprets numerical information, conducting accurate numerical calculations Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
Planning and Organising Level: Advanced	You create comprehensive plans which deliver on specific objectives. You identify, to the best of your competence, the resources required to achieve the plans. You think ahead and attempt to identify potential problems and factors which may arise, raising these with the appropriate person or addressing the issues. You plan ahead for meetings and busy periods. You set realistic timescales and monitor the progress of plans.

HR: Recruitment	HR50
TITLE: Job Description	Date: Draft Sept 2017 Page 7 of 5
Issue 1 – 1 st Review	



<p>Leadership and Teamwork Level: Competent – People Management</p>	<p>You consult and encourage the full engagement of the team, encouraging open and constructive discussions around work issues.</p> <p>You get the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise.</p> <p>You value and support the development of others and the team.</p> <p>You encourage and support new and more effective ways of working.</p> <p>You deal with tensions within the team in a constructive fashion.</p> <p>You encourage, listen to and act on feedback from the team to make improvements.</p> <p>You actively share information, knowledge and expertise to help the team to meet its objectives.</p>
<p>Management and Delivery of Results Level: B - Advanced</p>	<p>You take responsibility and are accountable for the delivery of agreed objectives.</p> <p>You successfully manage a range of different projects and work activities at the same time.</p> <p>You structure and organises your own and others work effectively.</p> <p>You are logical and pragmatic in approach, delivering the best possible results with the resources available.</p> <p>You work effectively, providing clear information and evidence as to what is required.</p> <p>You proactively identify areas for improvement and develop practical suggestions for their implementation.</p> <p>You demonstrate enthusiasm for new developments/changing work practices and strive to implement these changes effectively.</p> <p>You apply appropriate systems/ processes to enable quality checking of all activities and outputs.</p> <p>You practice and promote a strong focus on delivering high quality customer service, for internal and external customers.</p>

<p>HR: Recruitment</p>	<p>HR50</p>
<p>TITLE: Job Description</p>	<p>Date: Draft Sept 2017 Page 8 of 5</p>
<p>Issue 1 – 1st Review</p>	