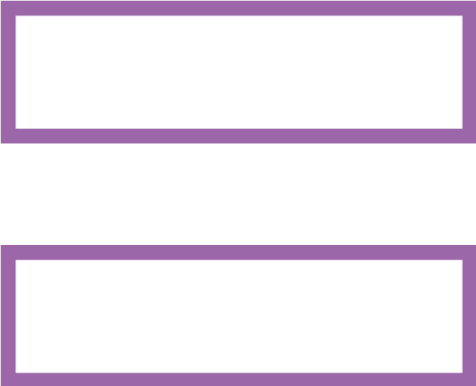


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**Creating a world of better opportunities**

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| **Head of Sales, EMEA** |
| UK Home-Based |
| Permanent |
| Up to £78,500 + Commission (Grade 12) |
| Full Time - 35 Hours per Week |
| **Reports to:** Head of Sales and Impact |

**Job description**

**Where the role fits**

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**Purpose of the role**

To develop and manage the EMEA solution sales strategy and implementation for sales, impact, and growth. Responsible for proactive customer acquisition and new business development for new and existing products/solutions, and to meet targets set for sale of digital resources in the UK and continental Europe, Middle East and Africa.

In addition, the postholder will manage the development of a strategy to increase sales via business models and sales tactics throughout the territory, alongside developing and maintaining internal and external communications networks and develop processes for close collaboration with Heads of Sales in UK, US and APAC.

**Our leadership charter**

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

* **Shares vision** – by setting a clear shared vision of success for the organisation
* **Sparks engagement** – by empowering, inspiring, and developing people
* **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
* **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

**Our five behaviours**

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They’re an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

* **Include everyone**
* **Do your very best**
* **Take full ownership**
* **Work well with others**
* **Openly communicate**

**Main duties and responsibilities** (not necessarily in priority order)

* To manage the EMEA field sales and account development team via regular activity tracking including customer prospecting, new business development, account development, third-party vendor and book trade relations, and customer support.
* To offer leadership and manage the EMEA sales teams, encompassing all aspects of day-to-day people management including recruitment, staff development and training, and performance appraisals.
* To be responsible for the proactive sales management of all products and solutions across the UK market, including, but not limited to, Membership, Academic Partners, Accreditation, Events Sponsorship, Standards Sponsorship, and Inspec Solutions, including Inspec Analytics, eBook and Journal archives.
* To develop and manage plans, targets, budgets, and forecasts for the EMEA market.
* To identify sales/impact opportunities and be responsible for achieving EMEA sales targets, as well as to be responsible for annual renewal targets for the EMEA accounts.
* To be responsible for all aspects of sales (inbound and outbound) and account management, and to work with Marketing and Customer Engagement teams to develop plans for member/customer acquisition and member/customer retention.
* To be responsible for all aspects of EMEA Sales Operations and Support (including pipeline management, measurement, reporting, analytics, insights, and bid/tender management).
* To prospect and present sales proposals and contract renewals.
* To provide excellent account management, including holding responsibility for Site License Sales, Corporate Partnerships, Corporate Sponsorship, Digital solutions, and Consortia management.
* To lead and drive revenue growth across Inspec and Inspec Analytics in EMEA and develop a SAAS sales capability in the sales team.
* To listen to and engage with member/customer organisations to understand requirements and expectations.
* To provide input into portfolio and product management (including pricing).
* To maintain detailed accounts of all prospect and customer interactions and record information as directed in specified CRM system; to demonstrate effective utilisation of all appropriate systems for information capture and sales pipeline reporting.
* To oversee participation at trade shows and other industry related events and to attend professional meetings as appropriate.
* To act as the primary EMEA liaison with Inspec vendors and resellers, and to identify and develop new business partnerships.
* To contribute and input to the annual business plans and budget processes in conjunction with the Heads of UK, US and APAC, including sales targets and sales compensation plans for staff.
* Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

* **Shape the IET's future:** You'll play a key role in developing and implementing strategic plans that define the direction of the IET and contribute to long-term success.
* **Lead and inspire teams:** You'll provide strong leadership that motivates and inspires your team to achieve their best, fostering a culture of purposeful collaboration and open communication.
* **Maximise team strengths:** You'll enhance productivity and engagement by maximising your team's understanding and use of their strengths, ensuring that each team member can contribute their best work.
* **Manage performance and development:** You'll be responsible for setting clear objectives, monitoring performance, and providing feedback and development opportunities for your team members.
* **Build strong relationships:** You'll develop and maintain strong relationships with internal and external stakeholders, effectively representing the IET and its vision.
* **Make informed decisions:** You'll exercise sound judgement and make informed decisions, considering all relevant factors and potential risks to ensure optimal outcomes for the IET.

**Skills and experience required**

* Strong leadership, interpersonal and management skills with proven ability to train, develop and motivate a high performing, diverse sales team.
* Strategic Sales and Key Account Management experience ideally within high-value digital information solutions and services within corporate/academic markets focused on solutions-based selling
* Strong ability to build and manage effective stakeholder relationships, internally and externally at all levels of an organisation, including with external agencies and suppliers.
* Strong ability to think commercially and innovatively.
* Excellent written and verbal communication skills including ability to present and convey key messages with precision, to a range of audiences in a range of media.
* Experience in producing strategic sales plans and implementing plans to achieve objectives, using data and insights.
* Thorough understanding of customer and stakeholder segmentation.
* Strong project and budget leadership and management skills.
* Good understanding of professional information provision and the issues surrounding STEM publishing.
* Willing to travel across the territory
* Fluency in additional European languages would be desirable as would experience of sales and vendor management in Arabic and/or African cultures.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

* **Proven leadership experience:** A demonstrably successful track record in a managerial or leadership role is essential.
* **Exceptional communication and interpersonal skills:** You'll possess excellent written and verbal communication skills, with the ability to present information clearly and confidently. You'll build rapport and trust with team members through effective communication and active listening.
* **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively and manage your workload to meet deadlines consistently.
* **Technical or administrative expertise:** You'll possess in-depth knowledge of the relevant technical or administrative area, coupled with a commitment to lifelong learning and development to stay current with industry trends and best practices.
* **Motivational and inspirational leadership:** You'll be able to inspire and empower your team to achieve their full potential through facilitating learning and fostering a culture of innovation, collaboration, and excellence.
* **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
* **Inclusive and positive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, and each individual feels empowered to contribute and thrive.
* **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

**Document control**

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| **Authorised by** | **Job Title** | **Date** |
| Head of Department / Team | AA, Head of Sales and Impact | 10.2024 |
| Strategic People Partner | VD, Strategic People Partner | 10.2024 |

*This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.*

*It’s the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handing, as well as current Health and Safety policies.*