

Company: Stannah Lift Services Limited

Function: Local Authority Stairlift Sales

Reports to: Regional Sales Manager

# Purpose

Responsible for the profitable achievement of stairlift sales targets in the Local Authority market as defined by the Company. To provide a customer focused solution throughout the sales process.

**Key Responsibilities**

1. To achieve forecast sales and other targets that may be set from time to time by the Sales Management Team
2. To constructively and pro-actively support Sales Management to achieve Company Sales Objectives and Tasks
3. To attend and actively contribute to sales meetings and training sessions
4. To fully understand the sales and key account process required within the Local Authority, in order to develop the optimum sales skills needed within the market.
5. To gain a thorough understanding of stairlifts sold by the Company and to develop an understanding of competitor products and practices in order to sell Stannah when in a competitive situation.
6. To work from a home office environment and to manage your own diary by arranging suitable appointments with customers
7. Although a percentage of appointments and contacts could be based on existing contracts or frameworks, the Company expects that you will always look to enhance our business by building new relationships and prospecting for new opportunities in the Local Authority market.
8. To develop the ability to assess the needs of the client through good questioning techniques and to use client, site and risk assessment to produce LA quotations that safely sell stairlifts suited to the end user’s needs, their environment and any LA contractual requirement.
9. To survey staircases and the surrounding environment without error, giving the best possible advice based on the Company’s Survey Manual.
10. To provide internal and external (LA) departments with timely (as requested by Sales Management) and accurate information in order to complete the sales process and or as required by any LA contractual arrangements
11. To develop and maintain long-term relationships with Local Authority stakeholders. To accurately record and maintain in line with Company policy relevant details of our Local Authority stakeholders.
12. To maintain at all times the highest standards of professionalism, honesty, trust, integrity and safety in keeping with the Company’s position as market leader.
13. To positively support and participate in any business development, training or project activity as requested by Sales Management.
14. To provide cover for LA Sales Consultant colleague accounts when required by Company needs and be prepared, if necessary to stay away from home overnight.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the LA Sales Consultant function.*

**Skills and Experience**

* Essential – Full Driving Licence
* Essential – Sales Experience with evidence of target achievement
* Essential – Good standards of written numeracy and literacy
* Essential – Ability to use IT hardware, systems and software relevant to the role i.e. Smart Phone, iPad, Lap Top
* Essential – Ability to carry out basic and accurate measuring and calculation functions together with the ability to produce a suitable site sketch
* Essential - Ability to plan, prioritise and organise workloads and own diary
* Desirable – Basic experience in use of Microsoft Word, Excel, Outlook and Adobe Acrobat (pdf)
* Desirable – Knowledge and Understanding of Public Sector Buying
* Desirable – Knowledge of the Stairlift Industry and Products

**Personal Attributes and Behaviours**

* Excellent communication skills with the ability to interact at all levels and with different departments inside and outside of the Company
* Ability and willingness to heed, contribute to and advocate all Company policies, guidelines and business strategies
* Self motivated, reliant and disciplined yet also has the ability within the team
* Calm & effective under pressure
* Has a high attention to detail
* Ability to see the short, medium and long term sales gain
* Ability to manage multiple customer and contractual requirements
* Ability to self manage diary and appointments in order to meet Company, customer and contractual requirements
* Committed to personal development

**Relationships**

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical, complex and sensitive information.

External

The jobholder will be expected to maintain close and effective personal relationships with LA stakeholders and Stannah Sub Contractors.

**Education and Qualifications**

* GCSE Maths and English C grade and above (or equivalent)