



Client Relationship Manager

About Millgate:

Established 25 years ago, Millgate now has a wide range of clients across the public and private sectors, including retail, distribution, healthcare, education, transport and more.

We have learned and evolved over that time and have developed a reputation as an effective and trusted technology adviser to our clients, able to understand their requirements and provide the very best solutions to help them succeed.

We do this by committing to a very simple guiding ethos. Clients should expect that we deliver on the fundamental requirement that any tech product, service or solution we recommend or implement into their business actually works.

At Millgate, our culture is based upon shared common values, not least of which is our effective service ethic. We understand that when a group of talented and committed individuals combine forces in pursuit of a common goal that anything is possible.

Anybody can be part of a team, but it takes a group of exceptional people to be part of a high-performing team. Which is why we set a high bar for anybody considering joining us. If successful, from that point on we work hard to challenge, recognise and reward you so that you may grow with us.

Our drive for growth is based upon the concept of Continuous And Never-Ending Improvement (CANEI) and so should you wish to improve individually or simply wish to contribute to a high-performing team for some or all of the *next* 25 years, Millgate will be a supportive environment.

The Opportunity:

As Millgate continue to grow, we are now looking to recruit an experienced IT Client Relationship Manager to be based out of our Sheffield office. The ideal candidate will have a solid track record within B2B face-to-face information technology or telecommunication sales. You should possess a strong commercial acumen as well as an in-depth understanding of the importance of customer service, recognising the need to balance profitable growth with customer satisfaction.

Role & Responsibilities:

A Client Relationship Manager is a field-based role where you are allocated a maximum of 50 target accounts from across all Millgate's client base for a minimum of three months at a time. Some or all the 50 accounts may be changed by Millgate at each quarterly review. Your commission scheme is linked to quarterly year-on-year net growth across all 50 accounts.

The successful candidate will:

- Work interdependently with all relevant managers (Sales, service implementation and delivery, commercial, marketing and training)
- Comply with health, safety and environmental Policies
- Support, encourage and develop the team, proactively contributing to creating a good team atmosphere
- Anticipate and overcome obstacles
- Make useful links to arrive at insightful plans and solutions
- Embrace personal challenge
- Utilise confident, rounded thinking
- Take ownership for team cohesion
- Be self-aware
- Be resilient, optimistic and open to change
- Have an adult, collaborative approach to others
- Be a self-starter and able to motivate others
- Be self-motivated, flexible and work well under pressure

Candidate Requirements:

- Experience within IT or telecommunications
- Proven management skills with the ability to optimise team performance and development
- Highly skilled communicator with the ability to form and maintain good relationships internally and externally
- Strong interpersonal, negotiation and influencing skills
- Customer focussed
- Proven analytical, problem-solving and organisational skills
- Strong planning skills with the ability to handle multiple projects through to completion and to manage competing priorities
- Project management skills
- Commercial and financial acumen with a full understanding of the impact of failure in terms of business cost, production schedules and customer
- Order fulfilment
- Excellent attention to detail skills



Personal Attributes and Millgate's Core Values:

You must demonstrate or aspire to uphold our core values:

- Be Humble
- Be Hungry
- Be Smart
- Be Agile
- Be Curious
- Exceptional personal and professional Integrity

The Package:

Millgate offers an incredible package of benefits, from our competitive salaries through to current care and future financial stability for you and your family with our healthcare and pension schemes.

- Negotiable basic, dependent upon experience
- Contributing pension scheme
- Private healthcare
- Increased holiday with service
- Tailored training and development plans
- Real opportunities for progression