



## Head of Sales (Connect)

### 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:

An exciting opportunity has arisen within our Connect business for a Head of Sales with a proven track record in the telephony industry. As Head of Sales, you will lead a team of business development managers to proactively re-sign existing customers and win new business logos for Millgate, across a variety of Millgate Connect products and services. This role will require someone who has been pivotal in building and scaling a business who can demonstrate a can-do attitude.

### Overview:

- To be responsible for the management of a sales team responsible for selling the portfolio of connect products and services
- Objectives will include the delivery of consistent, profitable growth in sales through positive planning, deployment, and management of sales personnel
- Developing individuals with different levels of skill and capability through one to one and group coaching



- To work within the framework of Millgate's policies and procedures, ensuring that your work furthers the core values and objectives
- To provide excellent customer and client care in dealings with staff, clients and members of the public
- To contribute to the development of a professional working environment within Millgate
- To have a flexible approach to work to meet deadlines

**Responsibilities:**

- Manages all aspects of running an efficient sales team, including hiring, supervising, coaching, disciplining, and motivating direct-report sales team members
- Reaches the assigned sales targets and strategic goals
- Builds well targeted business plans and strategies for allocating resources and driving sales activities to achieve margin; collaborates within Millgate to prioritise, facilitate and direct the use of resources
- Assists in account planning sales strategy; manages the internal processes in support of sales reps and selling activities; aligns leads and tactical account plans with overall Millgate strategy; actively develops and manages business plans to meet margin goals; develops plans that articulate the strategies/requirements essential for focusing sales activities; forecasts accurately and communicates sales progress; actively manages and signs off on account development plans through scheduled reviews and updates
- Builds, monitors and orchestrates sales pipelines to ensure continuous population of near- and long-term opportunities; manages the size, shape and quality of pipeline; analyses overall win rates and win/loss ratios
- Reviews deals to ensure soundness and problem-free processing by Millgate's internal operations
- Uses competitive intelligence in account planning and sales activities to develop counter strategies that will neutralise competitive influence on the customer's buying decisions
- Assesses and manages employee performance to ensure individual and group excellence; counsels and supports individuals through selling challenges; manages performance and results of high and low performers
- Models effective selling skills; motivates and supports sales teams in selling; demonstrates a high level of support in the pursuit and closing of deals
- Ability to work through an environment of change and effectively lead a sales team through transitions beyond their control



- Coaches team on how to apply consultative-selling techniques to identify and advance opportunities that result in ongoing profitable revenue growth for Millgate; prepares for client calls and meetings in partnership with sales teams and supports the efforts of the team during client meetings; ensures sales teams have access to other Millgate resources and encourages them to nurture relationships with client influencers and decision makers
- Recruits, hires and develops associates, utilising company human resources guidelines and support resources
- Personal drive, enthusiasm and unbridled optimism to ensure the motivation of all of those in associated team
- Responsible for end-to-end people management, including appraisals, reviews and performance management

#### **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