

Job title:	HE Territory Manager
Line manager	Alyse Spicer – Head of Sales; UK & Europe
Location:	Remote based
Purpose of the role:	To hit an annual revenue growth target across a defined territory by retaining and expanding existing adoptions, securing new business and building relationships with key stakeholders across the industry. This is a strategic role which requires territory and channel management in order secure successful core adoptable business across both print and digital products.

Need to do
<p>Key tasks</p> <ul style="list-style-type: none">• To reach or exceed sales targets and objectives as specified each year.• Strategically manage the territory by building a strong commercial understanding of revenue drivers in order to effectively prioritise efforts, identify and retain key existing adoptions and win appropriate new business that will drive growth and achieve sales targets.• Use consultative selling techniques to identify key stakeholders’ needs and match print and digital products to those requirements, presenting ideas and winning adoptions that will generate clear revenue.• Build relationships with senior decision makers and budget holders across universities (Head of Departments, Director of Studies, Deans, Pro VCs, Academics), libraries and trade partners• Identify the best sales channel for all adoptions. Take responsibility for ensuring trade partners are kept up to date on new publications and organise appropriate BTU orders for adopted titles. Proactively support trade partners in order to maximise sales of all adoptions and monitor sell through of major business.• Build excellent knowledge of all our digital products and key frontlist titles and be able to discuss, demo and present these products effectively.• Collaborate with the Digital Success Manager to embed digital adoptions, drive activations and engagement, and ensure overall customer satisfaction in order to retain and expand digital business.• Keep up to date on HE sector developments across the territory and share and discuss any new business opportunities they present.

Need to do
<ul style="list-style-type: none"> • Produce an annual business plan to grow the revenue value of the territory which reflects current market developments and demonstrates full understanding of the wider business objectives • Understand the wider business objectives delivered through sales conferences to ensure you promote the full range of Macmillan Learning products and share product and market feedback with head office • Contribute to the development of overall sales growth strategy and actively support the Head of Sales: UK & Europe to deliver and embed this strategy. Model best practice for the wider team. • Keep accurate and up to date sales records via CRM system, use business reporting tools to produce accurate and insightful monthly reports. • Report to the Head of Sales: UK & Europe on a regular basis to discuss progress against objectives and provide ongoing feedback with regards to regional strategy.
Key relationships <ul style="list-style-type: none"> • UK & European sales team • Sales operations and MDL • Marketing team • ANZ sales and marketing team • University/other HE providers contacts at all levels • Third parties: Trade, Online retailers, Library Aggregators, E-book Vendors, direct university relationships • HE associations where applicable • Wider ML US based teams as required

Need to do	
Need to know	
<p>Qualifications:</p> <ul style="list-style-type: none"> • Education to degree level or equivalent. • Fluent written and spoken English • Current valid full UK/European driving license <p>Skills/knowledge:</p> <ul style="list-style-type: none"> • A passion for education and desire to help transform learning through exceptional online education and an interest in the use of technology in education. • Proven successful field sales record in a relevant market. • Excellent sales and negotiation skills. • Confidence in dealing with senior academics and university staff. • Experience of selling by phone, email and personal presentation. • Excellent communication skills, especially the ability to explain online content and the benefit it has to learning outcomes. • Management, coaching and development skills • Excellent knowledge of Word, Excel, PowerPoint, CRM and other internal systems. • Professionalism at all levels. • Self-motivated and willing to learn new skills. • Strong organisational skills and good time management. • Keep up to date with market knowledge. • Team player, results orientated and excellent people skills. 	

Need to be capable of	
<p>Personal Effectiveness and Professionalism – Maintains a professional attitude and approach to work. Takes an ethical approach to internal and business relationships. Is aware of compliance and regulations as a framework for business activities. Produces consistent results both professionally and personally. Use of initiative and a proactive approach with drive to make a contribution. Focuses on achieving positive results contributing to team goals and the overall success of the business.</p> <p>Customer Focus (internal and external customers) - Drive and motivation to meet or exceed customer expectations, Nurtures relationships by recognising and delivering on internal and external customer’s needs and opinions. Makes customers and their needs a primary focus of their actions.</p> <p>Technical Capability - Uses technical / job knowledge and experience, incorporating functional skills and broad based business knowledge, to meet and exceed job requirements / customer expectations. Up-to-date and disciplined, able to generate and present high quality, relevant and usable job-related information. Efficiently manages workload and projects within set timelines and to agreed budget, achieving set objectives. Assimilates and applies new job-related information in a timely manner.</p> <p>Relationship Building/Teamwork (incorporating Communication, Influencing & Collaboration) - Builds effective relationships through positive communication that motivates and influences others. A valued team member actively involved in achieving team objectives. Works cooperatively and flexibly with other members of the team. Effectively communicates relevant ideas or details of events in a way that enhances relations in the work environment. Successfully influences others to accept and support an idea/proposal/plan.</p> <p>Managing Complexity (incorporating decision making, planning and organisation, and resilience) - Is able to work effectively in a highly complex, diverse, changing environment. Changes own behaviour in order to deal with changing circumstances. Maintains a high level of performance under conditions of increased pressure, competition and adversity. Achieves results by setting goals using quality planning, analysis and decision making skills. Adapts and copes successfully with changing circumstances. Structures activities within an established time frame, following up on details in order to achieve maximum effectiveness.</p>	

I will conduct business in accordance with Macmillan’s Code of Conduct and raise any questions or concerns with my Manager, HR or Compliance.

Signed by the job holder _____ Date _____

JOB DESCRIPTION



	_____	_____
Signed by the line manager		Date
	_____	_____

With consultation this job description can be altered by management. Tasks included are not limited to those detailed above.

An electronic copy of this signed form should now be sent to your HR department