

## Customer Success Manager – Greater London (M25 region)

Hours: 40 hours a week (with occasional out of hours work)

Base: London or Home

Reports to: Director of Customer Strategy

### OVERVIEW

As a Customer Success Manager, you will generate new business and new customers within the NHS as well as visiting existing customers to grow and develop the business further.

Our solution portfolio has been developed to encompass a comprehensive range of products and services that is supplied to hospitals across the UK. The company's strengths are in providing a deep technical understanding of the clinical correspondence being created by the NHS and the working practices for this and then adding a strong consultative selling and service ethic to the solutions we offer. With this in mind, you would have either worked within the medical market sector in a technical sales role or have sold enterprise level solutions in other markets, like legal, financial, councils or similar.

This could be the role for you if:

- You like to work with prospects in a consultative sales process where helping and providing a solution is your end goal and not just a sale
- You can build long term relationships with people and have a real interest in getting to know your prospects/customers
- You are patient, level headed and cool under pressure
- You pay attention to the details and are focussed that so that you have happy customers
- You can think on your feet, you like learning new things and when things change you can adapt.

At G2 Speech, as well as wanting to build long term relationships with our customers, we want to look after our people too. Getting to know our customers and understanding the important work they do within the NHS, is an enjoyable and fulfilling part of the role. You will be working in a newly evolved sales team, where your knowledge and experience will be highly valued.

On joining, you will receive an induction plan to make sure you understand our systems, processes and solutions. You will have regular catch-ups with your manager, sales team and other teams to ensure you have the right knowledge to perform your role and also to review your own development.

### KEY RESPONSIBILITIES

Once trained, with guidance and support, we want you to manage a regional area for all customer needs. This includes, but not limited to:

- Engaging new customers
- Solution demonstrations
- Growing sales in existing customers
- Assisting with the completion of tender responses.

The role will involve regular travel to other company offices, customer sites and events as and when needed.

## **ESSENTIAL SKILLS**

- Experience of selling software solutions
- Strong knowledge on providing software solutions to the NHS
- Understanding of how technology-led products are sold and proven track record of selling to the NHS
- Ideally, sales experience to acute hospitals and/or departments, including community and/or social care NHS organisations
- Technical qualifications are a big advantage here as you will need to demonstrate a strong knowledge of our solutions and their application
- You must have a friendly, supportive can-do attitude to our customers, suppliers, partners and colleagues
- Demonstrable experience in sales and success driven.
- Territory management and planning experience in targeting an area
- Strong interpersonal skills in order to communicate and build relationships with all stakeholders within an NHS organisation (Execs, Senior Managers, Department Managers, Admin Managers, Clinicians, Consultants and Secretaries).

## **DESIRABLE SKILLS**

- Previous experience with digital dictation and speech recognition technologies.

## **ESSENTIAL QUALIFICATIONS/EXPERIENCE**

- Full EU driving licence

G2 Speech provides a competitive salary and pension programme.