

POSITION DESCRIPTION

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| Position Title: Sales Manager – South Australia & Northern Territory | Direct Manager: National Sales Manager | |
| Budget Responsibility: TBC | Direct Reports: 2 | Indirect Reports: 0 |

WHAT YOU'RE HERE TO ACHIEVE

To drive the implementation of agreed business development growth strategies and plans that reinforces, supports, and drives the profitable development of the Security business in South Australia and the Northern Territory.

To deliver a unified strategy to ensure Gallagher offers a consistent approach to market that will expand our partner network, scale people resources where required and deliver better outcomes for our valued clients. This approach will increase Gallagher market share, improve profitability and assist Gallagher to raise-the-bar as the best supplier in the industry.

This position requires strong management qualities, but also tact in what sometimes is a high-pressure environment. The role requires adherence to the company's current and future systems, policies and procedures.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

| INTERNAL RELATIONSHIPS | EXTERNAL RELATIONSHIPS |
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| <ul style="list-style-type: none"> • National Sales Manager & Executive Vice President APAC & IMEA • Other Sales Managers • Regional Technical Staff • Operations Manager APAC & IMEA • Training Manager • Marketing Communications Manager • Customer Services Manager • Product Manager • Management Accountant • Direct Reports | <ul style="list-style-type: none"> • Distributors/Dealers • Security Consultants • Major Clients • Other Industry Influencers • Strategic Partners |

WHAT YOU'LL BE DOING

| Key Accountability | Outcomes/ Expectations |
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| Driving regional growth | <ul style="list-style-type: none"> • Collaborate with internal teams to develop comprehensive account strategies aligned with clients' business goals. • Identify growth opportunities within accounts and develop plans to capitalize on them. • Analyze market trends, competitor activities, and industry developments to inform account strategies. • Identify and cultivate relationships with key industry influencers • Build the Security business / personal profile in targeted vertical sectors. • Advance and promote culture change to move the Security business to a professional market driven approach that maximises the benefits of leading edge technology. • Drive revenue growth by upselling, cross-selling, and identifying new business opportunities within key accounts. • Negotiate contract renewals, pricing agreements, and service level agreements to ensure profitability and client satisfaction. • Recommend strategic business alliances and feedback to Security Management |
| Decision making authority | <ul style="list-style-type: none"> • Manage expenditure against budget. • Budget responsibility for \$x.xM (Annual Plan). • Authority to commit to contracts to a value of AUS\$ X • Recommend process improvements. |

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| <p>Value Add Dealer / Distributor Channel Management</p> | <ul style="list-style-type: none"> • Develop and maintain channel partner support and communication processes that enhance dealer’s relationships in line with the global Security dealer / distributor programme. Build trust. • Maintain regular communication with other regional BDMs re National Dealer developments to ensure consistency in message delivery. • Ensure Security offerings and service levels are in line with current and potential dealer needs. Recommend corrective action to close gaps. • Continue to improve knowledge of Security products and services and confidence in the Security business through regular facilitation of dealer workshops in line with the global Security Product / Service Plan. • Identify knowledge / skill gaps in the dealer channel that may be inhibiting Security sales and feed into the Security global training programme. • Manage channel expectations with regards Security product delivery dates. • Ensure major tender responses accurately reflect and present the Security solution. Where possible drive to ‘value add’ to tender responses. • Monitor channel partner finance accounts and assist finance in keeping all accounts up to date. • Objectively manage problem resolution. |
| <p>Existing Key Client Base Retention and Growth</p> | <ul style="list-style-type: none"> • Develop and maintain strong, long-lasting relationships with key accounts. • Understand the unique needs and objectives of each client and tailor solutions accordingly. • Act as a trusted advisor to clients, providing expert guidance on solutions and industry trends. • Regularly engage in client interactions, including meetings, presentations, and reviews. • Identify at risk clients and facilitate corrective action • Broker best fit client / dealer relationships in line with changing business / system needs • Stay across key client contacts and understand their business in order to anticipate needs. • Maintain regular communication with other regional BDM and TAM re National Client Accounts to ensure consistency in message delivery |
| <p>Planning and Reporting</p> | <ul style="list-style-type: none"> • Prepare and implement regional / major account sales plans that are consistent with Security business strategies. • Accurately forecast / budget revenues, margins and expenses. Clearly identify risks. • Prepare monthly reports and submit accurate monthly production forecasts / identify risks. • Ensure that details of all commitments from Security are recorded in the Contacts database. • Maintain a watching brief on competitors. Understand threat to Security and factor into business tactics plus feedback to Security product management and marketing. (eg, pricing, new product / features, service etc) |

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| | <ul style="list-style-type: none"> • Monitor key account performance metrics and provide regular reports to clients and internal stakeholders. • Utilize data to identify trends, track progress against goals, and make informed decisions. • Use insights to make strategic recommendations for optimizing account performance. |
| People Leadership | <ul style="list-style-type: none"> • Set clear expectations and goals / OKRs / KPIs with an alignment to group strategy • Provide regular, constructive feedback on delivering to expectations • Hold yourself and others accountable for performance delivery and behaviour aligned with values • Seek support, coaching, and guidance to support your leadership journey and to create a positive people experience • Address issues early and escalate to Manager and / or People Business Partner as needed • Welcome feedback from others and invest in yourself so you can be the best you can be • Support organisational development initiatives that motivate, engage, grow and retain the team eg: upskilling/ training, high potential growth opportunities, cross-functional work opportunities, recognition and reward programmes etc • Develop a strong relationship with People Business Partner / Advisor to adopt a collaborative approach to optimising people opportunities and addressing people challenges |
| P & L Management | <ul style="list-style-type: none"> • Assist debtor control and credit limit management. • All expenses to be managed within budget. • Timely return of completed Visa reconciliation forms and receipts each month. Failure to do so may result in the retraction of the Visa card. • Ensure that all team members within the region complete Visa/s returns monthly, no exceptions. |
| Self-Development and Knowledge | <ul style="list-style-type: none"> • Keep abreast of regional and global economic trends. • Keep abreast of advances in the IT and Security Sectors • Build credibility in the Security Industry • Attend workshop briefings to stay abreast of Security developments. • Establish and maintain sound relationships with internal and external clients. |

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:

- Hold current security license or ability to gain security license and clearance
- 5+ years' business development / sales experience
- 5+ years' experience in security systems or information technology environment.
- Dealer / distributor management

Skills / Competencies:

- Security solutions knowledge.
- IT industry knowledge.
- Project management skills.
- Channel Partner management
- Business to business marketing.
- Market development – geographic or vertical.
- Major client and account relationship management.
- Development of appropriately pitched communications.
- Development and application of business growth strategies.
- Ability to work in a team environment
- Ability to grasp and communicate complex technical concepts
- Solution selling expertise
- Strong interpersonal, negotiation, and communication skills.
- Analytical mindset with the ability to interpret data and make strategic recommendations.
- Proficiency in CRM software and Microsoft Office Suite.
- Results-driven with a track record of achieving and exceeding targets.
- Ability to work collaboratively in cross-functional teams.
- Market development – geographic or vertical.

Key Performance Indicators

Revenue

- Creation of the Sales budgets annually
- Sales versus budget/forecast
- Gross margin generated versus budget.
- Team result – sales versus budget forecast
- Increase in tenders won
- Increase in projects won (base sales)

Territory Management

- Maintain and develop an up to date customer call list
- Maintain and develop an up to date consultant call list.
- Active promotion to consulting engineers.
- Client retention and channel partner management

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By: Global People Lead - Security



- Promotion and management of SMA's for your territory
- Grow and develop a new network of dynamic and diverse customers to grow the sales revenue within your territory.
- Activities completed versus plan
- Dealer Surveys
- Evidence of ongoing growth indicators
- New Vertical Sector penetration

Reporting

- Regular and detailed input into CRM and SAP database
- Timely return of all requests, weekly and monthly reports as required by management
- Timely and accurate demand forecasting
- Regular review and updates to SOM for continued stock levels

Management

- Management of the Region 6 - SA & NT team
- Regular staff engagement including OKR review
- Management of staff Annual Reviews

P&L Management

- Debtor control and credit limit management
- All expenses to be managed within budgets
- Timely return of completed Visa reconciliation forms and receipts each month – ensure all team members within region complete visa returns in a timely manner.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

