

POSITION DESCRIPTION

Position Title: Head of Sales and Commercial – Gallagher Norton	Direct Manager: General Manager of Australia
Region: Australia	Direct Reports: 2 (Norton Sales Specialists)

WHAT YOU'RE HERE TO ACHIEVE

Together with the Animal Management Regional Leadership team, ensure the sustainable and profitable growth of Gallagher Animal Management.

Achieved through:

- Developing and executing effective growth and profit strategies for the Gallagher Norton portfolio
- Identifying opportunities to defend and grow market share in your categories
- Excellent direct and indirect leadership, inspiring and enabling teams who are motivated, equipped and energised to support the growth of Gallagher Norton solutions
- The ability to work in a matrixed model, aligning with and leveraging ops/manufacturing, marketing, customer experience and the field sales teams to achieve your business plans and strategies for Gallagher Norton
- Bringing a customer value proposition mindset to drive product innovation, ensuring our offerings meet evolving customer needs and market trends.

WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Regional Teams Norton manufacturing teams Gallagher National Sales Team Customer Service & Support teams Marketing Key Accounts BDM's Regional Leadership Team Global Product and Marketing teams Gallagher AM Executive Team Wider global AM team COE's (P&B, Finance, IS, Risk & Responsibility)	Partners Key Accounts Customers Suppliers Consultants Regulators Industry influencers

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations

<p>Customer Championship <i>Build and lead a customer driven team</i></p>	<ul style="list-style-type: none"> • Customer, resellers and all partner relationships are nurtured and grown. • Systems and capability are in place to capture and share customer insights from the field to fuel solution driven product development. • Deep region, sector and customer insights feed all business decisions. • Work in conjunction with other members of the Australian Senior leadership team to develop and cement key relationships.
<p>Strategic Sales Planning & Commercial Analysis <i>Lead, adapt and drive execution of sustainable and impactful business strategies</i></p>	<ul style="list-style-type: none"> • Develop and implement a strategic business plan, identifying market opportunities, competitive landscape, and growth strategies. Leveraging the scale and reach of the broader Gallagher business. • Conduct regular market analysis to identify trends, customer needs, and competitive threats, adapting strategies as necessary to stay ahead in the market. • Drive growth budgets, manage and monitor expenditure and gross margins to meet profit objectives. • Establish key performance indicators (KPIs) to measure success, providing regular reports and insights to senior management. • Develop and maintain forecasts, drive forecast accuracy. • Foster strong relationships with key internal Legal and Finance partners to deliver robust commercial and operational decision making.
<p>Sales Leadership</p>	<ul style="list-style-type: none"> • Oversee direct and indirect sales teams to drive revenue growth, ensuring alignment with business objectives and fostering a high-performance culture focused on results. • Work closely with the Head of National Retail Sales to ensure our teams are equipped to deliver, including clarity of sale methodologies and competencies required and sustainable plans to maintain competency and confidence to sell Gallagher Norton solutions. • Develop a robust sales pipeline of custom cattle/sheep yard business. • Role model the use of the CRM to enable sales outcomes.
<p>Sales Process Optimisation</p>	<ul style="list-style-type: none"> • Analyse current sales processes, including yard design processes, identify areas for improvement, and implement best practices to enhance team performance and customer satisfaction across all touch points of the sales and post sales experience.
<p>Product Innovation</p>	<ul style="list-style-type: none"> • Gather and analyse customer feedback to drive product and service enhancements.

	<ul style="list-style-type: none"> • Drive and own the go-to-market strategy for new product launches, ensuring alignment with sales and marketing efforts.
<p>Cultural champion: <i>Hold the cultural line, exemplify day to day what the Gallagher culture means</i></p>	<ul style="list-style-type: none"> • Leverage your profile as a senior leader to have wider cultural impact across the region through; <ul style="list-style-type: none"> ▪ Role modelling, communicating & highlighting our purpose, values and behaviors at every opportunity. ▪ Holding self & others accountable to our values and behavioral standards. ▪ Collaborating cross-functionally to drive effective outcomes quicker. ▪ Champion inclusive global thinking. ▪ Championing health and safety.

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

WHAT YOU'LL NEED

Qualifications and / or Experience:

- 10+ years plus previous experience in sales leadership roles within a sales organisation including ownership for a business or large category
- Proven experience in integrating new categories or brands into an already established business
- Strong understanding of the animal handling market, including cattle/sheep farmyards, cattle crushes, sheep drafters, gates and hardware market dynamics
- Proven experience as part of a high-performing team focused environment.

Skills:

- Strong leadership skills, able to inspire and build a cohesive, high performing team, empowering them to deliver and holding self and team to account.
- Exceptional analytical and strategic thinking skills.
- Excellent communication and interpersonal abilities, with a track record of successful collaboration across departments.
- Results-oriented mindset with a focus on driving performance and achieving targets.
- Ability to strengthen partnerships with key stakeholders through maintaining a high degree of trust and integrity.
- Forward thinking, operating one step ahead to anticipate opportunities and challenges.
- Demonstrates new thinking and creativity to bring a fresh perspective to challenges.

Protect what matters most.

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

