

POSITION DESCRIPTION

Position Title: Technical Business Development Manager	Direct Manager: Sales Manager Security South Africa	
Budget Responsibility: TBC	Direct Reports: Nil	Indirect Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: To advise on and drive the implementation of agreed business development growth strategies and plans that reinforces, supports and drives the profitable development of the Security global business. The focus of the position is likely to be split as follows:

- New Business Development Strategy / Implementation 50%
- Channel Partner Recruitment and Management 20%
- Existing Key Client Base Retention and Growth 15%
- Planning, Reporting and Self Development 15%

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Sales Manager Security South Africa – short and long term planning/direction, major accounts development, dealer /distributor 	<ul style="list-style-type: none"> • Channel Partners – Short and long term plans, market information/opportunities, pricing, product / service plans and business focus.

<p>plans, product/service plans, budgets, forecasts, tele sales support.</p> <ul style="list-style-type: none"> • Other BDMs – information re major accounts / dealers, vertical markets, competitor activity, pricing issues etc. • Regional Technical Staff – technical client demonstrations / presentations, system designs, technical support issues, pre sales engineering, critical site issues etc. • Operations Team - ordering, accounts, requirements, sales orders, logistics and delivery. • Training Manager – training program, content and logistics. • Marketing Manager – road shows, exhibitions, events, in-market initiatives • Management Accountant – sales and expenses, budgets. • New Zealand colleagues in relevant departments 	<ul style="list-style-type: none"> • Security Consultants, Specifiers, Decision Makers - market information/research, system developments, trends • Major Clients – system application, business requirements, short and long term plans. • Other Industry Influencers – Security business future focus etc.
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WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Major challenges & problem solving	<ul style="list-style-type: none"> • Providing a strategic and commercial focus to the business. • Developing and implementing an effective business development plan • Developing major account business. • Evaluating new market opportunities. • Management of client and channel expectations. • Managing and resolving dealer / distributor credit control matters. • Develop and grow 'Professional Services' revenue Gallagher offer to the channel and clients. • Advancing and promoting culture change to move the Security business to a professional market driven approach that maximises the benefits of leading edge technology. • Advancing and promoting a disciplined culture. • Ability to grasp and communicate complex technical concepts
Decision making authority	<ul style="list-style-type: none"> • Implement business development plans as agreed with senior management

	<ul style="list-style-type: none"> • Manage expenditure against budget. • Budget responsibility for agreed target (Annual Plan). • Recommend strategic business alliances. • Recommend process improvements.
Value Add Dealer / Distributor Channel Management	<ul style="list-style-type: none"> • Develop and maintain channel partner support and communication processes that enhance the relationships in line with the global Channel Partner Program. Become 'trusted advisor' for Channel Partners. • Maintain regular communication with other regional BDMs re channel partner developments to ensure consistency in message delivery. • Ensure Security offerings and service levels are in line with current and potential channel needs. Recommend corrective action to close gaps. • Continue to improve knowledge of Security products and services and confidence in the Security business through regular enablement visits, workshops and training courses, in line with the training and technical support team. • Identify knowledge / skill gaps in the channel that may be inhibiting Security sales and feed into the Security global training program. • 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.
Existing Key Client Base Retention and Growth	<ul style="list-style-type: none"> • Identify 'at-risk' clients and facilitate corrective action. • Broker best fit client / channel relationships in line with changing business / system needs • Continually seek to explore software maintenance opportunities and technology upgrades where product has become end of life to maximize life-time value of customer • 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.
New Business Development Strategy / Implementation	<ul style="list-style-type: none"> • Identify and cultivate relationships with key industry influencers • Build the Security business / personal profile in agreed targeted vertical sectors. • Broker and facilitate best fit client / dealer relationships

Created/ Edited:

By:

	<ul style="list-style-type: none"> • Share information and opportunities across individual BDM territories
Planning and Reporting	<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 CRM. • Maintain a watching brief on competitors. Understand threat to Security and factor into business tactics plus feedback to Security product management and marketing. (e.g. pricing, new product / features, service etc.) • Identify strategic business partner opportunities and feedback to Security Management.
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

Key Performance Indicators

- Individual Territory gross margin versus budget/forecast
- Team result – profit versus budget forecast
- Timely and accurate demand forecasting
- Margin generated versus budget.
- Overdue debtors
- Activities completed versus plan
- Evidence of ongoing growth indicators for example new customer acquisition
- Client retention
- New Vertical Sector penetration
- Increase in tenders won
- Increase in projects won (base sales)
- Company profile

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- Dealer Surveys
- Channel Partner Relationship Management

Qualifications Required:

- Tertiary Qualification in business and/or a commercial engineering or marketing related field.

Experience Required:

- 5+ years' business development / sales experience particularly in a B2B international/export IT / business systems / security systems environment.

Knowledge/Skills/Abilities Required:

- Security solutions knowledge.
- IT industry knowledge.
- Security industry knowledge.
- Project management skills.
- Channel Partner management.
- Security Consultant engagement
- Business to business marketing.
- Market development – geographic or vertical.
- Major Customer relationship management.
- Account Management Skills.
- Development of appropriately pitched communications.
- Development of business growth strategies.
- Operating in a resource constrained environment.

Security Core Competencies:

- Dealing with ambiguity
- Ethics and values
- Integrity and trust
- Creativity
- Learning on the fly
- Drive for results
- Interpersonal Savvy
- Problem solving
- Informing
- TQM/Re-engineering
- Customer focus

Protect what matters most.

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

