



Job Details

Reports to: Direct Team Manager
Title: Sales Specialist - Public Sector
Division: B2B
Location: Eastpoint, Dublin
Duration: Full-time, permanent

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

Virgin Media Business operates in all business markets from small to medium enterprise, medium to large enterprise, hospitality and public sector.

Virgin Media has strong roots in the Public Sector with product offerings from Managed WAN, Voice Solutions, P2P, Internet, Managed WiFi, Security and more.

The role of the **Sales Specialist - Public Sector** will be to manage our existing base and grow our market share in this critical vertical.

As an experienced Sales Specialist you will bring a little black book of contacts to the role and be ready to hit the ground running.

You will live the Virgin brand in everything you do and be delightfully surprising for our customers.

Responsibilities

- Manage and grow our existing base of Public Sector customers across Ireland
- Be a 'Market Champion' proposing solutions and products suitable to the Public Sector.
- Be a 'Product Champion' ensuring you know everything there is to know about the product sets suitable to the Public Sector.
- Close deals to achieve Monthly, Quarterly and Annual KPIs and Targets.
- Produce weekly and monthly reports on sales pipeline and activity.
- Direct selling across multiple product sets as agreed with the Direct Team Leader.
- Ensuring our brand values are upheld across the sales process
- Minimise churn across all products within Public Sector
- Achieve weekly meeting targets with new prospects
- Work to structured campaigns.
- Negotiate commercial terms and multi-year agreements with our customers
- Look after and grow the accounts you sign
- Attend networking events and represent Virgin Media in a positive light (Be the face of Virgin Media Business in the Public Sector)
- Manage your time effectively
- Design, write and manage direct sales campaigns to grow the Public Sector
- Use Social Media to your advantage
- Work to agreed product, market and business rules
- Work with internal managers and stakeholders to achieve SLAs, KPIs and results.
- Work with our Red Response Team on multi-site opportunities and tender/RFI/responses
- Work to go to market strategies on new product and new footprint areas
- Work closely with our Sales Operations department to get sales across the line and interface with multiple stakeholders (pre-sales, finance, service delivery)
- Produce weekly, monthly and quarterly reports on all key metrics and KPIs
- Produce weekly forecast and funnel report.
- Highlight accounts at risk of Churn
- Take part in monthly and quarterly training sessions
- Constantly improve with self- learning
- Gain a competitive understanding of the clients you are working with
- Grow your base of customers everyday
- Work in other verticals from time to time as agreed with the Direct Team Leader
- Work in the UK will be required from time to time
- Other duties may be required from time to time

Key Performance Indicators

- Achieve monthly, quarterly and annual KPIs across multiple product sets and verticals.
- Produce weekly and monthly reports on sales pipeline and activity.
- Ensuring our brand values are upheld across the sales process
- Growth Targets (total annual revenue) in the Public Sector space
- Manage churn within your base of customers
- Achieve weekly meeting targets with new prospects
- Achieve monthly, quarterly and annual sales targets
- NPS (individual and at company level)
- Manage Bad Debt within your base of customers

The Person:

This role is about base management and growing our Public Sector vertical. As a senior individual you will be ready to put your stamp on our Public Sector business in Ireland.

- Self -motivated, enthusiastic and business driven.
- Excellent interpersonal skills
- Strong communication skills
- Business Services acumen and associated behaviour and presentation
- Can do attitude
- Third level qualification preferable
- 5 years + Sales Experience in the Public Sector
- Customer centricity and experience with dealing with customers
- Ability to generate leads from a standing start
- Proven track record of maintaining and growing a base of customers
- Outcome orientated, recognising that the role entails success in functional areas KPI's as a priority
- You are intuitive, motivated and have the drive to get on with the job in hand
- Proven ability to operate flexibly in complex and dynamic working environment.
- Ability to manage time effectively
- Ability to work with key stakeholders (service delivery, product and pre-sales solutions) to get the job done
- Work well in a team environment, encouraging others and sharing successful sales techniques.
- Superior professional presence and business acumen

Work conditions

- 37.5 hours per week with flexibility working conditions (extra hours may be required in order to achieve sales targets)
- Fun team & office environment
- Visits to customers locations required - anywhere in Ireland

Package

Competitive Salary

+ Mileage allowance

+ Commission scheme

+ VHI

+ Laptop and Phone

+ Virgin Media benefits package (including Gym, Pension scheme and share save)

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply

Not your ideal job? Visit our career page to view all of our other open vacancies;
<http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer.

Having a diverse workforce is critical to the success of our business.