



Job title	Head of Service Sales - record UK
Company Info	<p>record uk is the UK subsidiary of agta-record, which is a business within the Assa Abloy Group, a worldwide market leader in door opening solutions.</p> <p>At record uk, we design, manufacture, supply, install and service automatic pedestrian doors throughout the UK. We are proud to be the UK market leader and we strive to be the very best in our industry. Our head office is located just outside Glasgow and from here we support a wide variety of customers including many blue chip end-users, main contractors, developers and specialist door companies.</p> <p>We have ambition to grow substantially from our current position and to help drive this growth, we are recruiting the role of Head of Service Sales which is part of our Key Leadership Team (KLT).</p>
Job description	<p>Reporting to the UK Managing Director and with a link to our global Service organisation, the main responsibility is to drive profitable growth in our UK service business by identifying and securing new service contract customers. The role is a key part of the record UK Leadership Team and requires a strong mix of sales experience, business acumen and people leadership.</p> <p>The role has responsibility for all new service business, from large Key Accounts, through regional Principal Accounts to small single site customers. The role includes leadership of all internal and external service sales staff, plus ownership of the Service contract commercial targets.</p> <p>In addition, the role will act as the voice of Service Sales for the UK: Contributing to the overall strategic direction of the company; shaping the service offering and feeding requirements for future offerings into our global Service organisation.</p> <p>The right candidate will have strong sales leadership skills along with a high level of self-motivation and a track record of delivering growth and exceeding targets. They will be an experienced sales professional who has implemented best practice processes and has coached, inspired and built high performance sales teams. Some Service operational understanding and experience would be a strong plus</p> <p>They will have the ability to manage both strategic thinking and day-to-day detail. Being hands-on, they will have the intellectual capacity to cope with the wide remit and complexity plus get satisfaction from being part of a high energy, results orientated leadership team.</p>



**Key Responsibilities
and Accountabilities**

- Strategic and tactical leadership of the UK Service sales organisation to efficiently achieve commercial targets and contribute to business growth and success
- Expansion of service margins by definition and execution of a pricing strategy for our service offering to customers. (Pricing, segmentation, terms, rebate agreements). Working in cooperation with MD, Finance and global service organisation, deliver year-on-year pricing and margin improvements
- Develop, build and drive execution of a structured sales process that manages the opportunity pipeline and efficiently uses the team to maximise conversion into service contracts
- Personally build trusted advisor relationships with key customers and leading accounts
- Coach, mentor and grow the knowledge and capability of the Sales team to successfully deliver targets and motivate them to be passionate about the excellence of their work
- Strive to be the best with consultative selling and trusted advisor customer relationships
- Build strong collaborative relationships with the global Service organisation and local KLT to drive a consistent strategy and leverage best practice
- Refine and execute business and marketing plans developed from our sales strategy.
- Constantly evaluate the business potential within a 3year horizon based on installed base and set-up business plans to achieve growth in market share
- Lead accurate forecasting of orders and use insight to give early transparency and predictability to results. Target accuracy is 85%
- Be an active member of the UK Leadership Team, contributing to the overall business strategy by monitoring market trends and competitor activity while bringing the “voice of the customer” into the organisation
- Actively participate in regional/global Service discussions, projects, and benchmarking activities
- Lead by impeccable example by walking the talk with the eight record UK behaviours
- Flexibility to travel extensively across the UK, including overnight stays and occasional international travel



Experience/Personal Qualities	<ul style="list-style-type: none"> • Possess a deep understanding of the UK automatic door service market, competitors and trends, or a related industry • Proven track record of delivering sustainable, profitable sales and orders growth across many years of your career • Track record of selling a premium offering and achieving higher margins by articulating value and price management • Engaging team player who is people focused and results driven with high level of commercial awareness • Ability to lead, motivate, influence and develop people • Strong understanding of a structured, world-class sales process • High level of customer focus and business acumen. Understanding of what it takes to deliver an outstanding experience to customers • Proven track record of leading/executing growth projects and implementing change • Structured and thorough approach to work prioritisation and organisation, with good communication skills to cascade this to your teams • Good understanding of IT systems, specifically CRM and Microsoft Office • The ability to work under pressure, get things done and meet deadlines
Internal & External Contacts/Customers	<ul style="list-style-type: none"> • UK KLT team members • ASSA ABLOY global Pedestrian Entrance Systems Service Leadership. • UK Service Operations leadership and personnel • End customers, Facility Management companies and strategic suppliers.
Additional information	<p>Hours: 40 hours per week.</p> <p>Location: Flexible, but ideally Northern England based, depending on candidate experience.</p> <p>To apply send your CV and covering letter to recruitment@recorduk.co.uk with subject heading "Head of Service Sales"</p>
Closing date	Open