



JOB DESCRIPTION

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| Position Title: | Inside Sales Representative (ISR) | | |
| Department: | DTP Enterprise Group | Date: | July 2016 |
| Location: | Leeds | | |
| Reporting To: | DTP Head of Sales Enterprise Group | | |

ABOUT DTP GROUP

DTP Group is a successful £40m revenue IT Solutions, Service and Infrastructure provider based in Leeds, with regional offices in Newbury, Manchester and Central London. The company serves a growing national client base in partnership with Hewlett Packard Enterprise, for whom DTP is a dedicated top tier partner. Over sixty percent of DTP business comes from the University sector, which DTP has served since its foundation in 1987. Outside of the Education sector, DTP's client base includes some of the UK's leading businesses as well as other Public Sector organisations.

DTP has a divisional structure with each division focusing on specific areas of technology; this includes Client Devices, Managed Print Services and an Enterprise division focused on storage, networking, server and Cloud. Our sister company Solutionpath covers Big Data and Predictive Analytics and is a world leader in the area of Student Analytics working across the UK, EMEA, USA and Australia.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of race, sex, disability, religion/belief, sexual orientation or age.

THE OPPORTUNITY

Due to continued expansion within our Enterprise division, we have created two new Inside Sales Representative (ISR) roles based in Leeds. The ISR's will work as an integral part of a dynamic sales team, as well as working closely with Hewlett Packard Enterprise, to create new opportunities within existing and new clients and assist with the management of client accounts on a day to day basis.



ROLE OVERVIEW

We are looking for proactive and highly motivated individuals with great interpersonal skills who are hungry to develop their sales career within a diverse and growing technology business.

Aligned to one or more Field Sales Account Managers, the Inside Sales Representative role proactively drives sales and consistently strives for over achievement against a shared gross profit margin target. Taking ownership of the opportunity sales cycle, from lead identification to deal closure in conjunction with the Field Sales Lead, the Inside Sales Representative will consistently hunt for new business opportunities.

ROLE OUTLINE

Working from one of two Head Office locations in Leeds, the role will report directly to the Head of Sales for the Enterprise Group. The primary function will be to support one or more Senior Field Sales Representatives in creating opportunities for new prospect meetings by cold calling, maintaining customer contact and developing relationships in the install base accounts. The ISR will also manage the full sales cycle for opportunities up to an agreed threshold, with a shared goal with the Field Sales function. Commission will be paid on a percentage of the overall gross margin.

The role of ISR is viewed as a critical success factor within the DTP Enterprise Group moving forward and the successful candidates will form an integral part of the plan for FY17 and beyond. The diverse nature of the DTP business, coupled with the innovation within the big data and analytics business, will provide the right candidates with an excellent opportunity for personal development and career progression within DTP Group.

KEY TASKS

The Internal Sales Representative will:

- Work with defined customers and prospects to close hunting opportunities in conjunction with the Field Sales function
- Work with HPE's Field and Internal Sales teams to build and maintain valued, trusted relationships
- Brief Alliance Partners on customer requirements and go to market strategies
- Work closely with the Sales Admin function to delegate and drive internal back office support for the quotes and configuration process, delivery and order management
- Maintain regular contact with partners to drive opportunity closure

- Consistently meet or exceed quarterly revenue targets, penetration rates and weekly KPI's (ie. call volumes, opportunity generation and deal closures)
- Build and nurture deals in an accurate sales pipeline and forecast movement of opportunities to close
- Supports the Field Sales function to design strategic account development plans with tangible initiatives that deliver desired results within the forecast
- Build strong professional working relationships with accounts, vendors and colleagues
- Meets or exceeds customer contact target for account list per quarter
- Adherence to internal CRM system guidelines to ensure accurate data capture and reporting
- Prospecting for new business leads, working closely with the Marketing team to follow up campaigns

DESIRED SKILLS AND ABILITIES

Experience:

- Enterprise IT sales experience
- Knowledge of IT sales into the Public Sector, in particular Higher Education
- At least 2 years as an Internal Sales Representative supporting a Field Sales function
- Whilst the above is desirable, DTP will consider candidates from outside the IT sector who display a high level of professionalism, enthusiasm and interpersonal skills

Personal, the individual will bring and be:

- Proven track record in acquisition sales with demonstrable experience of developing nil spending accounts to fully transacting customers is preferred, but not essential
- Tenacious approach with a hunger and drive to win new business
- Strong verbal and written communication skills with an ability to influence across multiple levels of an organisation
- Effective negotiation when positioning solutions with customer under procurement pressure
- Displays a positive attitude and influence within a team, actively participating in meetings and providing peer development
- Ability to balance priorities and manage time effectively
- Displays a proactive approach to self-development and continuous improvement
- Builds and develops a professional network within the organisation and externally with partners and customers
- Acts as a visible role model within the sales environment, being motivated and enthusiastic



- Business articulate and professional communication style
- Effective problem solving skills and strong proven analytical skills

Salary: Competitive basic salary plus uncapped commission based on gross profit

Hours of work: Full time hours; 9am to 5.30pm, Monday to Friday with 25 days paid holiday plus statutory per annum

Place of work: DTP Parkside Lane Offices, Leeds, LS11 5SF