

Job Description – Sales Manager: Europe

Line Manager : Director of Sales

Purpose of Role : Lead the Sales Initiatives for the Core Service line and grow the total P&L in UK & Europe

Role Overview

Restrata is a global provider of tech enabled emergency response and professional services to the oil and gas and energy industry. After recently investing in its own SaaS platform Restrata now provides a holistic solution comprising software platforms providing real time global visibility of 100% of a client's workforce, 24/7 managed services assisting clients managing their employee risk exposure and crisis management needs and professional services helping clients define and manage their crisis and emergency response requirements.

The Sales Manager – Europe will be responsible for driving new business sales, key account acquisition and retention of existing clients to ensure achievement of revenue and profit targets as determined for the region and team.

As the P&L grows it is expected that this person will be responsible for an additional Business Development Manager and/or Account Manager with this first hire coming within 12months after starting in the role inline with revenue growth. This person will be required to be a mentor and leader and be able to develop a team to achieve and exceed sales targets and report on the achievement of these targets in addition to achieving their own individual targets. The development of a plan to execute against targets and quickly develop a strong pipeline will be critical to the success of this role.

Business Development

- Bring and develop an in-depth understanding of the Oil & Gas and wider energy industry within the geographic territory to identify key potential prospect and clients and to promote and sell the core range of Restrata.
- Develop a detailed and relevant understanding of prospects business, organizational structure, global operational footprint which may include offshore assets (fleet of rigs / vessels etc.), onshore assets and facilities (refineries, production plants...), global workforce distribution business trends and operational requirements of prospects and clients to enable the promotion and selling of relevant company services
- Understand customer needs, requirements and market trends, identify buying influences
- Develop an aggressive sales action plan for new client acquisition and product extension to achieve monthly & annual sales and business targets for new business and up selling into other regions.
- Balance larger longer-term strategical sales with tactical more recurrent sales pipeline to ensure quarterly and annual targets can be met and achieved.
- Work with Restrata Senior Management to develop relationships at Senior Executive level with key clients / prospects.
- Develop a comprehensive understanding of Clients business strategy, needs, requests and demands and facilitate business development
- Secure prospective clients to drive new business acquisition and revenue target achievement
- Lead in developing market and segment specific marketing strategies and sales plans for the subsegments you are responsible for.
- Ensure professional representation of Restrata at client and industry specific functions and maximize network opportunities, e.g. participation in conferences and exhibitions as part of your plan to develop prospects
- Develop proactive and reactive strategies vs competition in market as part of new business
- Work with other Restrata offices to identify global leads and opportunities

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- In conjunction with marketing, develop, communicate and roll-out sales stimulation initiatives to support the achievement of short-medium term goals and targets.
- Ensure growth of profitable revenue through reviewing and challenging the existing pricing of key clients and validating accurate pricing has been provided.
- Commercial contract negotiation ensuring best practice is followed e.g. price indexing, auto renewals, standard terms and conditions
- Work in close conjunction with Restrata management team to ensure global alignment on cross border strategy

Global / Key Account

On specific accounts:

- Drive account relationships and long term profitability of nominated accounts
- Develop an Account Management Plan for each identified Key Account with key quarterly and yearly objectives and broken down per region or sub location by product and gross profit.
- Where required act as a “Global Account Manager” on that account to lead and develop a global account plan for the client to achieve business growth targets not only in Europe but also globally for Restrata.
- Be able to articulate global solutions for our clients and be able to articulate the benefits and methodology of MSAs.
- Close liaison with internal departments to coordinate legal documents, pricing framework and account management tools.

Management & Leadership

- Recruit, lead and mentor sales and account management staff in Europe as directed
- Administratively and functionally manage sales in Europe
- Continually evaluate progress within the market segment against pipeline objectives, revenue and profit targets and client plans. (note this is primarily against individual targets).
- Ensure the professional standard of all written all client proposals, tender documents and communication is adhered to, in line with company standards and pricing procedure for both yourself and Europe sales team

SalesForce.com

- Ensure real time update of all client related activities into Salesforce.com including group chatter and performing the following activities ensuring that all owned records (accounts, contacts, opportunities, etc.) are timely and accurately updated

Internal

- Manage the implementation of new business won, to ensure that all administrative, operational and financial activities are in place to ensure high levels of service to clients
- Work with the relevant Marketing Manager to increase awareness of the Restrata's products and services through conferences and symposiums as appropriate
- Coordinate the involvement of company personnel such as response personnel, technical and management resources, in order to meet account performance objectives and clients' expectations
- Report on activities and performance (and review with management) as requested.

Required Skills and Knowledge

- Highly developed communication skills, with both internal and external parties
- Proven consultative / solution selling skills based on a recognized methodology such as SPIN
- Strong relationship building skills. Proactive approach to sales.
- Well-developed influencing and negotiating skills with the ability to motivate and influence internal and external clients to commit to buy and the drive to close sales

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- Good strategic thinker with strong planning and organization skills who has the experience to develop solutions by adopting a consultative sales approach
- Excellent time management skills with the ability to successfully manage numerous projects simultaneously, including activity planning and pipeline management
- Strong individual who can work autonomously and within a team to deliver results
- Ability to research and successfully gather all the required / relevant information relating to a client, prospect and/or individual/contact to support each stage of the sales process
- Excellent numeric, written, oral communication and presentation skills
- Cultural sensitivity and awareness. Ability to work in a multi-lingual, multi-cultural environment where collaboration is the norm
- Ability to objectively assess own performance and implement self-development plans

Required Work Experience

- Proven experience in a sales / business development role with sales and gross profit responsibility and a track record of achievement
- Direct B2B solution/consultative selling experience in complex / service industry selling experience to a similar client base
- Exposure to working in a cross-border engagement sales environment. Previous working experience of selling to high complex and regulated markets is an advantage
- Prior working experience or demonstrable knowledge of offshore is an advantage

Required Qualifications

- Educated to University level

Required Languages

- Ability to communicate in English fluently (oral and written) an absolute must. Additional languages looked upon very favourably.

Travel / Rotation Requirements

- The individual will be required to travel frequently between Scotland, Norway, London and other European locations and additionally Dubai.

If you are interested in this position, please send your updated CV to hr@restrata.com