

Head of Sales

VACANCY: Head of Sales

LOCATION: Middle East & Africa

ABOUT US:

Fusion Group is part of the AVK Group, who are market leaders in the design, manufacture and supply of valves, pipe fittings, hydrants and flow control equipment to the Water, Wastewater, Oil and Gas industries throughout the world. Fusion Group is our centre of excellence for the design, development, manufacture and supply of polyethylene and electrofusion fittings and equipment.

'The Fusion Group Strategy is to become the customers' preferred partner as the leading innovator, manufacturer and supplier of products and services for gas and water polyethylene pipeline systems worldwide'.

ABOUT THE ROLE:

We have a vacancy for an experienced Head of Sales to achieve budgets and targets across the Middle East & Africa regions.

You will be responsible for maintaining and developing existing and new customers within the region and be aware of/manage all activity associated with the designated accounts.

Do you have experience in dealing with clients, looking for your next career step to develop your communication and interaction skills with both the customers and internal departments?

Join a market leading company with full autonomy to develop and grow your career whilst benefiting from the support and network of the group, and lead and drive your geographical area?

Key responsibilities include, but are not limited to:

- Create and deploy distribution / customer growth and engagement strategy.
- Expand both product breadth and geographical coverage in keys sectors.
- Manage the end-to-end sales process.
- Listening to customers, understanding concerns, and outlining solutions to meet their needs.
- Promoting the benefits of new and improved products and services offered by the business.
- Lead the region to achieve objectives aligned to the business Strategy Deployment process.
- Responsible for leading the regions product mix strategy in line with the company objectives.
- Own the regions customer engagement strategy, ensuring the development and aligned management of the regions account development plans.
- Attend regular professional association meetings/dinners.
- Arrange/attend external account meetings to present company products and services.
- Maintain, develop, and manage service offer agreements with supply chain, service delivery team, and commercial management.
- Respond to any customer complaints ensuring they are appropriately progressed.
- Respond to/follow up all sales enquiries and quotations using appropriate methods.
- Support customer survey activities.
- Communicate progress of account action plans, objectives, and overall budgets.
- Provide monthly reports on account activities.
- Liaise and attend meetings with other company functions necessary to perform duties.
- Coordinate customer training programmes when required.
- Responsible for managing price increases as required across the customer base.



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- Manage personal territory to an agreed account plan, managing personal time and productivity.
- Ensure full use of the CRM system aligned to the requirements of the company.
- Development, review, and achievement of plans by customer/product in an agreed format, in conjunction with Commercial and Market Sector teams.

ABOUT YOU:

- Previous years' experience in a similar role within engineering.
- Proven experience of dealing with key customers in a professional manner.
- Excellent communication and solution orientated problem-solving ability.
- Ability to influence and negotiate at all levels to include senior stakeholders.
- Demonstrate attention to detail and observation.
- Flexibility to adjust workload priorities to take account of new deadlines.
- Continuous improvement mindset.
- Commercial and numerical understanding.
- Excellent planning and organising skills.

WHAT WE OFFER:

- Competitive salary.
- A culture of shared values, goals, attitudes, and business growth.
- Employee Assistance Programme (Welfare and Wellbeing).
- A blend of training to help your career development.

WORKING HOURS:

- 37.5 hours per week
 - Monday – Friday 08:30hrs – 17:00hrs

We know that our people make the difference in the AVK Group, and we are looking for skilled, passionate, and driven professionals to work with our inspirational leaders; to promote our culture, enable change and champion a lean environment.

APPLY NOW - Please send your up-to-date CV to careers@avkuk.co.uk

