

Delivery Consultant

Team: Workplace

Responsible to: Head of Client Experience

Responsible for: Delivery Advisors as needed

Grade: Expert 1

Overall purpose of the role

To drive and develop new business relationships, consulting with workplace clients and applying our whole organisational approach to create healthier workplaces.

Identifying new market opportunities and generating leads to build and maintain a sales pipeline to meet agreed revenue and impact KPI's. Following a clear sales process to ensure an exceptional customer experience from enquiry to point of booking; working with Delivery Consultants to support a smooth handover to enable the successful delivery of our products and services and achievement of client's outcomes.

Key responsibilities

Strategy, planning and budgeting

1. Input into functional and cross-functional strategies and plans, where relevant, based on detailed understanding of sectors, clients, revenue and impact targets.
2. Plan own work to deliver against the functional plans and targets and any relevant cross-functional projects.

Implementation

3. Generate leads and manage inbound enquiries to create and manage a pipeline of prospective clients, converting them to bookings and progressing towards hitting targets and KPI's set.

4. Consult with potential new customers and attend client meetings and presentations to support building strong client relationships and understand delivery needs.
5. Negotiate services and costs for clients within a framework and ensure that relevant contracts are recorded appropriately. Advise on discounts for identified sectors following discount model.
6. Keep records of all client contacts as required, reporting on progress of each contract. Provide data and track individual progress against targets for regular sales reporting.
7. Oversee administration relating to the sales process is completed effectively and within deadlines set.

Collaboration and connectivity

8. Facilitate presentation, pitches and proposals with Delivery Consultants and attend relevant networking events and conferences.
9. Collaborate across the team to ensure delivery of goals whilst contributing to the wider delivery of the Directorate's strategic goals.
10. Facilitate positive relationships with other teams and work with peers across the team to support overall delivery.
11. Manage internal and external stakeholder relationships key to delivery success.
12. Liaise with other MHFA England teams to ensure efficient and effective growth of pipelines and to meet sales targets.

Leadership and management

13. Manage, coach and support wider team members including Executive and support level roles.
14. Deputise for Head of Client Experience as needed.
15. Build a positive and open team culture, motivating team members.
16. Role model cultures and behaviour including best practice for self-care.
17. Provide regular feedback to individuals through agreed framework.

Person specification

	Essential	Desirable
Experience and qualifications	- Experience of sales or business development gained in a rapidly growing, dynamic environment - Proven track record of generating revenue, hitting sales targets and KPI's - Experience in building a sales pipeline and ability to close sales - Confidence in generating new business leads and networking	- Experience of working in a commercial sales role in a membership, training or consultancy environment - Experience of using CRM systems - Experience in writing and presenting client pitches and proposals - Experience of building relationships with a range of sectors including private, public and community - Experience of managing own workload with conflicting priorities
Knowledge	- Demonstrable understanding of Business Development - Presentation skills - Understanding of the sales process - Knowledge of mental health and wellbeing best practice within organisations	Knowledge of wider organisational best practice such as HR, employee engagement, L&D, diversity, health & safety etc.
Skills and abilities	- Strong interpersonal skills and ability to network and build relationships with clients - Successful history of managing key client relationships and retaining clients	- Ability to manage multi-stakeholder relationships/projects - Data management and reporting

	– Commercially aware with good business acumen and financial awareness – Ability to communicate to all levels both internally and externally – Ability to pitch and present services/ products in order to generate sales – Effectively manages relationships – Works collaboratively – Effectively manages projects – Ability to persuade and influence internal and external stakeholders	
Competencies	– Self-aware and emotionally resilient – Excellent communicator, who can work well as part of a team and independently – Approachable and flexible around workstream and workloads – Evidence of being results-driven, setting and achieving targets – Ability to form excellent working relationships and work together to solve complex problems	
Core beliefs	At MHFA England we would like for all applicants and staff members to hold shared fundamental beliefs such as: – Equal opportunities for all – Working collaboratively instead of siloed – Ability to learn and grow – taking on new ideas – Compassion and empathy	



MHFA England

Living our values	Making good decisions to deliver strong results	Effective engagement and communication	Building healthy relationships and a sense of belonging	Learning from our mistakes and successes
➤ Inspires, motivates, coaches and supports teams members to be engaged and highly performing and role models culture values behaviours ➤ Is authentic, brings whole self to work and encourages others to do the same ➤ Is mindful, listens with empathy/EQ ➤ Actively champions and advocates mental health and wellbeing, diversity and inclusion ➤ Actively empowers staff and encourages distributed leadership	➤ Takes responsibility for making and implementing unbiased decisions ➤ Is flexible and responsive as priorities and requirements change ➤ Effectively seeks solutions and solves problems, empowering others to do the same ➤ Supports others in their decision-making and problem solving ➤ Engages the team in planning and decision-making where appropriate ➤ Empowers the team and places trust in them to take ownership, make decisions and deliver results ➤ Passionate and skilled at coaching others, challenging them to improve and managing performance	➤ Is approachable, clear and assertive ➤ Cascades important and relevant information to team and others clearly and swiftly ➤ Tailors communication and influencing style accordingly ➤ Listens to and empathises with others to understand the root of situations before responding ➤ Proactively shares knowledge and information	➤ Role models effective, mutually supportive teamwork with colleagues ➤ Effectively manages the expectations of others, gaining buy-in where required ➤ Builds and invests in relationships across the organisation ➤ Uses awareness of how own team fits within the wider organisation to find solutions ➤ Understands the team and works to their strengths ➤ Advocates upwards for team members ➤ Builds and encourages team spirit and wellbeing ➤ Supports others in adapting to change	➤ Demonstrates creativity in order to improve how things are done in own area of work ➤ Takes an entrepreneurial approach to improving how we do things ➤ Consistently seeks opportunities to enhance own development and build expertise ➤ Role models a positive and constructive approach to giving and receiving feedback ➤ Encourages team members to innovate and improve the way they do things ➤ Embraces change and demonstrates flexibility in adapting to it, and helps others to see the benefits and opportunities