



Business Development Manager, Social Care

Idox Software

Home or Field Based

About the role

Idox is looking for an experienced **Business Development Manager** to bolster our Social Care Sales Team. A proven track record of selling software solutions to Local Authority organisations, for deployment and use within a Social Care setting, is a must.

The **Business Development Manager** will be responsible for identifying, progressing and securing New Name sales opportunities, in order to grow our already extensive user community. You will inherit an existing geographical territory, within which you will also be responsible for looking after a number of our key accounts, applying the right solutions from our product suites.

We are looking for an established sales professional for whom establishing and maintaining long term relationships (beneficial to all parties) will come naturally. To provide your customers with excellent customer service, you will work closely with colleagues in Customer Services, Product and Software Development departments to support client success in everything they engage to do with Idox. You will be responsible for seeing that Idox upholds the coverage contract agreed with our customers and for bringing alive our rolling programme of advancements (product roadmap) so that clients are fully aware of new beneficial features and potential value of our specialist Social Care software.

You'll be involved in capturing new opportunities, forward planning, customer awareness campaigns and the provision of timely and reliable management information to support Idox business strategy, goals and objectives. You will be representing the whole range of our solutions to new and existing customers and will be encouraged to bring insights and intelligence back to the Group.

This is a career position. From day one, Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our customers and can be confident that we will invest in your professional development. Idox provides a comprehensive benefits package designed to support your well-being, work-life balance and sustainable earnings capability.

Key responsibilities

- Identify New Name opportunities, initiating engagement and building rapport and progressing this through to boarding these sites as new customers
- Owning relationships with existing customers
- Promoting the use and adoption of Idox solutions within your allocated customer base
- Incremental sales of Idox products and services
- Regular engagement with customers including meetings on-site, delivering product presentations and supporting demonstrations
- Negotiate contracts and close agreements to maximize profits
- Provide feedback to colleagues of 'hot topics' within the sector and share your findings to the best benefit of the whole team

Idox. Do more.

- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Accurately forecast and track key account metrics
- Prepare reports on account status
- Assist with resolving client requests or issue escalations as needed
- Adherence to Idox Information Security policies and protocols.

To be successful, you'll need to bring:

- Experience and knowledge of selling software within Social Care
- An understanding of how software and related services can improve the effectiveness of Public Sector organisations
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organisation, including executive and C-level
- Experience delivering client-focused solutions to customer needs
- A consultative approach, able to influence others to support objectives
- An ability to form strong and mutually beneficial business relationships
- A track record of achieving targets, goals, and objectives
- High level of commitment and passion for achieving levels of service excellence
- Solid experience with CRM software (e.g. Salesforce) and MS Office (MS Excel)
- Ability to interpret and utilise data and information to contribute to strategic decisions.

Additional desirable qualities:

- Knowledge transfer – leadership, coaching and mentoring experience would be very welcome, to benefit colleagues as well as customers.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 500 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to join.us@idoxgroup.com

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>