

Job Description

Job Title	Commercial Development Specialist Lead
Job Holder	TBD
Reports To	VP Commercial Development
Location	FDB Site or Remote – Global Role
Date	November 2020
Grade	TBC

Job Purpose

Lead and manage Commercial Development Specialist operations to ensure alignment of activities versus the goals of the wider Commercial Function, drive global harmonisation and prioritise workload against direction provided by the Commercial Leadership Team.

Dimensions

Turnover	
Site Numbers	
No of staff reporting to individual	Three currently
Forward work plan	Up to 24 months

Principal Accountabilities

- Lead & manage the Commercial Development Specialist Group:
 - Provide direct line management to a team of Commercial Development Specialists
 - Manage the workload of the team in line with business priorities communicated by the Commercial Leadership Team
 - Ensure the core responsibilities of the team are defined, communicated and prioritised
 - Develop/monitor group KPI's to track performance versus core responsibilities
 - Drive global harmonisation and embed processes/tools required to enable a competent and effective inside sales team

- Support the FDB Commercial Leadership Team in achieving departmental and company objectives:
 - Work closely with the Commercial LT and Marketing to prioritise and execute co-ordinated prospecting campaigns, provide visibility on the outputs and ensure leads are qualified/nurtured accordingly
 - Work with the Commercial Team to monitor the health of the prospect pipeline versus sales targets/territory plans and propose actions to ensure the required pipeline is maintained. Identify/track trends in prospect volume, source and service offering breakdown.
 - On behalf of the CDS Group, provide reports/inputs on prospecting and landscaping activity/outputs as requested by the wider Commercial Function.

- Establish a process for ensuring market/competitive intelligence captured during landscaping and prospecting activity is disseminated to the wider Commercial Function
 - Be a key point of contact for the EBP Team to identify business critical data residing within the CRM, actively promote compliance with the CRM system and drive improvements in data integrity in collaboration with the Commercial Team
 - As requested by the Commercial LT and EBP Team, support development of sales best practices and promote adherence
- Maintain a level of CDS responsibility as directed by the VP Commercial Development and as the other responsibilities of the role allow. Such core CDS responsibilities include:
 - Prospecting for new business, qualification/nurturing of leads with new or existing companies who would benefit from FDB's capabilities
 - Establishing contact with new customers through persistent, professional and proactive contact via e-mail, phone and other marketing efforts
 - Supporting the team as requested to schedule client visits and support the early stages of the sales cycle (in line with agreed best practices) e.g. organisation of CDA's and co-ordinating completion of RFI's
 - Maintain high visibility within Salesforce of activities conducted with existing and prospect accounts
 - Compiling reports/dashboards/tier boards and providing local/site support as requested by the Commercial LT to support development of commercial strategy and provide required commercial inputs to the organisation
 - Participate in/lead sales team meetings and other regular company meetings as requested by the Commercial LT

Special Features

Highly driven & commercially minded individual who demonstrates strong self-motivation and a positive attitude

Excellent interpersonal skills, capable of building positive long lasting client relationships

Ability to influence senior managers and leaders from across FDB.

Good analytical and presentation skills

Able to build and maintain effective and credible relationships with key stakeholders and across all areas of the business

Demonstrates at least a basic understanding of the biopharmaceutical industry and service selling, with an ability and attitude to learn more advanced topics and concepts

Ability to stay calm and collected under pressure, and resilient in the face of challenges or set backs

Signatures

Job Holder: Date:

Manager: Date:

Revision Table

Revision History	Date of Update	Authoriser
Revision 1	11 July 2018	D Chesworth