



Job Title – Business Development Manager

The Company

Dolphin Dynamics (www.dolphind.com) is an established company with 30 years' experience in providing software solutions to tour operators and travel agencies.

The company has around 32 employees who fulfil various development, customer delivery, support roles, sales and account management roles.

Our client base comprises small to medium sized travel companies in key markets including the UK, Ireland and The Nordics and other countries worldwide. With customers including Holiday Gems, USAirtours, Osprey Holidays, Diversity Travel, Carrier, Baldwins Travel, Profil Rejser (DK), Der Turistik (SE), Azure Collection and Oasis Travel.

The Role

We require a highly motivated Business Development Manager to join our Sales & Marketing team to help drive sales of our products to new customers and own commercial relationships with a subset of our existing customers.

This role will suit an enthusiastic, ambitious and personable travel professional with experience selling travel or travel systems and a good understanding of how tour operators and travel agencies operate. Ideally with direct experience working therein.

Responsibilities

This role encompasses all stages of the sales lifecycle and supporting activity including:

- proactive prospecting via email, phone and networking events
- establishing and developing relationships with travel agencies, tour operators and TMCs
- *responding to incoming sales enquiries and co-ordinate pre-demo calls with prospects to qualify leads and prepare for software demos*
- *coordinating and delivering presentations and software demos for entry-level sales prospects*
- *preparing commercial proposals for entry-level sales prospects and co-ordinating follow-up actions related to prospect demos*
- *negotiating commercial terms and preparing contracts for signature for new customers along with a portfolio of existing key customers when a contract renewal is commercially advantageous (e.g. at end of an initial contract term)*
- leading sales handover meetings to brief the Customer Delivery Team on new deals
- *working with the Sales & Marketing Manager to develop and implement a proactive account management plan for key customers*
- *Liaising with existing customers to understand their current and future requirements and co-ordinating 'Best Practice Reviews' and training with Product Consultants when required*
- developing relationships with your portfolio of existing customers and become the first point of contact when a customer has a "non support" related issue



- communicating to your portfolio of existing customers when a new module is released or there is a new feature that would benefit the customers business
- *generating quotes for the sale of add on modules and additional users for other existing customers*
- *assisting Sales & Marketing manager with co-ordination of Customer User Groups in key markets (UK, Ireland and Nordics)*
- *Working with Marketing consultant to identify and generating marketing communications activity. Generating e-Shots via Hubspot as required to existing customers and new prospects*
- *Collate relevant competitor and market information*
- representing the company at trade shows and industry events
- travelling across the UK and abroad as required

While not a technical sales role, having a broad awareness of the different types of systems travel companies utilise such as CRM tools, back office systems, reservation systems, booking engines, etc. would be highly desirable.

The successful candidate will get the opportunity to grow and develop their sales and networking skills and their understanding of travel technology. As well as interacting with a wide range of prospects both in person and by phone, participating in regular travel events and working in a fun, energetic and successful travel technology business.

Required Skills & Qualifications

- At least 2 years' experience working in a travel agency, tour operator, GDS or travel technology company a must
- Self-motivated and capable of working successfully under minimal supervision as well as part of a team
- Able to thrive in a fast moving, fluid, and demanding organisation
- Excellent written and verbal communication skills
- Strong relationship development and negotiation skills
- consultative style selling
- Able to interact at all levels within prospect organisations
- Outgoing dynamic personality
- Strong organisational skills

Desirable Skills and Experience

- Previous experience in selling either travel or travel technology highly desirable
- University degree highly desirable
- Experience working with Dolphin products also desirable

Benefits

- Pension contribution
- Private health insurance



- 25 days annual leave
- Employee assistance program
- Ride to work scheme
- Active social committee
- Employee profit share programme

Start Date

Contact