

Position description

Position title	Manager Sales - Government
Position number	201135
Classification level	F
Group	Telecommunications
Reports to	Group Manager Commercial
Location	1010 La Trobe Street Docklands Victoria
Date	May 2024
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Manager Sales - Government will report directly to the Group Manager Commercial and will manage a team of Senior Account Managers and Presales Engineers.

Budget

Nil

Direct reports: 6

Purpose of the position

The Manager Sales - Government is responsible for achieving set revenue targets within VicTrack's government customer portfolio. Additionally, the position is responsible for developing and maintaining key senior relationships with government customers. The Manager Sales - Government should have in-depth knowledge of Telecommunication products.

Key accountabilities/functions

- Lead, coach and develop a team of account managers and presales engineers to deliver annual revenue targets.
- Grow the government customer and recurring revenue base.
- Develop and maintain senior customer relationships and generate new leads for the team by upselling VicTrack products and capability.
- Guide the team in developing appropriate product solutions and pricing strategies to secure customer business.
- Support the team through complex quotes, product solutions, tenders, and commercial negotiations.
- Develop and implement annual sales strategies and plans.
- Manage the sales pipeline and database to provide accurate sales forecasting and other commercial reports for the government accounts.
- Build relationships with telecommunications vendors and carriers and keep up-to-date with industry trends and developments.
- Act as a point of escalation for customer complaints and issues with their account. Be available after hours in the event of major incidents/outages that may require customer escalation management.
- Develop and implement appropriate continuous improvements to sales and presales processes for the government customers.
- Be the customer advocate within the Telecommunications Group by presenting customer needs, trends, and requirements for the business to develop appropriate road maps and improvements.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety

- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary Qualifications in Telecommunications, Business or Commerce.

Knowledge and experience

- A minimum of 10 years' experience in telecommunications sales or business development.
- Demonstrable experience in growing and achieving revenue targets.
- Knowledge of telecommunications industry and products including but not limited to data, voice, internet, mobility.
- Experienced in leading and influencing large, multi-disciplinary teams.
- Experience in managing and influencing stakeholder relationships at a senior level, both internal and external.

Skills

- High level negotiating skills and commercial acumen
- Strong written and verbal communication and presentation skills
- Complex problem solving and analytical skills
- Ability to work under pressure and meet deadlines
- Ability to motivate and lead people to deliver high quality output on time and to budget
- Ability to plan, lead and manage business outcomes, improvement and initiatives
- Ability to work in a fast-paced, dynamic environment
- Ability to maintain confidentiality

Interpersonal and other features

Internal relationships

This position will have daily interaction across the Telecommunications Group, including the Group Manager Commercial. There will be regular interaction with the Executive General Manager Telecommunications and the wider VicTrack group.

This position will have regular interaction with operational management and the Telecommunications team's customers and key stakeholders.

External relationships

This position will deal regularly with senior personnel in the government sector and within government bodies. Customers include but are not limited to the Department of Transport & Planning (DTP), Cenitex, Fire Rescue Victoria, Conduent, Triple Zero Victoria, State Revenue Office and other government agencies and departments.