

Job Description

Chief Revenue Officer (CRO)

Description of role

At NCL we rely on our executive team to solve complex business problems with creativity, agility, and passion, always looking to learn from our business experiences. We are seeking an experienced Chief Revenue Officer (CRO) to join us in our mission, with a focus on strategic planning, managed service development, revenue generation and commercial execution. Together with other members of the executive team, you will execute the current corporate strategic plan, focusing on customer expansion, while strengthening and scaling our business operation. You will also be instrumental in creating future strategic plans with the goal of increasing diversified revenue streams.

Key accountabilities

- Partner with members of the executive team to execute the current corporate strategic plan, and support the development of a long-term strategic plan
- Ensuring the alignment of the organisation's revenue-generating departments are focussed on target achievement
- Manage the sales & marketing team to drive business growth across all customer sectors, focussing on creating value driven business opportunities
- Develop the market for revenue opportunities by strategically adding new, scalable consulting services partners
- Build creative teams committed to continuing our culture of business growth
- Monitor the revenue pipeline and leads, adjusting as necessary to create sustainable growth and target achievement

Responsibilities and duties

- Manage the process from a sales booking to the managed services delivery, efficiently, focussing on achieving the agreed revenue targets, and generating MI to highlight process efficiency for the board
- Monitor the marketplace and analyse opportunities, providing competitive analysis and pricing strategies, that will benefit future competitive commercial bids
- Maintain customer intimacy to ensure market needs are being incorporated into next generation managed services development
- Collaborate with finance, professional services, technology, and the strategy office on pricing strategies, creating business models that will facilitate revenue goal achievement
- Identify and resolve performance issues across the sales, marketing, business development and account management functions that inhibit business growth
- Provide oversight for all commercial and contract negotiations

- Ensure that ISO standard ISMS/QMS business processes and procedures are maintained to facilitate revenue generation

Person specification

- 10+ years in diversified leadership roles, driving and implementing revenue growth
- Proven track record of growing revenue through new service development, sales leadership, marketing, and business partnerships
- Proven experience in developing and executing business strategy
- Significant general management and P&L experience
- History of data driven decision-making based on business metrics
- Inspirational leadership style, with a proven track record of empowering teams
- Adaptable to changing circumstances in technology, market, or service requirements.

Qualifications

- Strong technical experience with Customer Relationship Management (CRM) and Professional Services Automation (PSA) and other business intelligence tooling
- MBA—or equivalent advanced degree

Values

Our executive team are committed to the future prosperity and sustainability of our communities, and the environment, reflecting this in the way we conduct business. Our values listed below are part of our corporate DNA, promoted and lived by the executive team.

- HONESTY.
- ENGAGEMENT TRANSPARENCY
- CUSTOMER FIRST.
- COMMITTED TO LONG-TERM PARTNERSHIPS.
- CORPORATELY AND SOCIALLY RESPONSIBLE.
- EMPLOYEE HEALTH AND WELLBEING.

Remuneration

- Executive Salary

Benefits

- Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing
- 25 Days' Annual Leave (in addition to Bank Holidays)
- Executive Performance Bonuses