

# United Kingdom Jobs Expertini®

## Business Development Manager

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Company: InfoTrack UK

Location: United Kingdom

Category: other-general

InfoTrack is a pioneering legal technology provider with a track record of phenomenal growth in the UK since 2016. Delivering game-changing digital solutions, we've revolutionised the way property transactions are managed by law firms to make the home moving process easier for everyone involved. We are looking for a BDM to join us! You will be responsible for sales of solutions products, in particular InfoTrack's market leading electronic Client Onboarding Service (eCOS). eCOS is a portfolio of products and support designed to help law firms onboard their clients. It allows them to gather client information, discharge their Know Your Customer and Anti Money Laundering responsibilities, and to prepare their client file to address the legal matter. It's an award-winning and market-leading solution that is helping transform the client onboarding process from a traditional paper-based experience to a truly digital one. The software currently includes: Digital ID Checks, Client Onboarding Forms, Law Society Property Information Forms, AML Checks, Verification of Funds (Source of Funds and Source of Wealth). Focusing on high quality client service, ownership, and initiative to drive excellence this role will report into the National Sales Manager. You'll have the ability to articulate InfoTrack's product and services capabilities to diverse audiences and determine client technical and business requirements to develop impactful solutions. Responsibilities (key tasks and requirements of the role) Co-ordinating with the National Sales Manager regarding client adoption, training, and scheduling. Expanding the eCOS client base for current and new InfoTrack clients combining a mix of cold calling, LinkedIn, and email outreach to develop new business. Liaise seamlessly with AM's and BDM's. Own the sales and delivery process from start to finish. Delivery of excellent &

ambitious client support for eCOS delivery. Follow up with clients to ensure they meet their eCOS adoption objectives. Build enduring relationships with clients as a solutions specialist. Ensure product sales are fully scoped for a successful delivery. Identifying suitable product enhancement requests for escalation to eCOS Sales & Operations Manager. Analysing client feedback for best practice solution/product functionality. Provide training to InfoTrack business teams including but not limited to AM's and BDM's. Draft content to deliver external training for clients and other stakeholders. Competencies and skills (essential behaviours required for the role) Proven experience within a dynamic customer focused role. Able to self-source leads and work effectively with existing data. Act as a subject matter expert. Build deep product and industry knowledge. Be consultative, and a customer support contact for clients. Ability to communicate complex product technicalities to clients, account management, sales, and the rest of the business. Understanding of various professional business stakeholders within legal marketplace. Great team player with a passion and desire to make a difference. Demonstrable analytical and pragmatic approach with the ability to clearly and concisely communicate product intricacies and troubleshooting solutions. Strong communicator verbally and in writing, with keen listening skills. Strong commercial awareness and ability to triage queries appropriately and efficiently, with strong prioritisation and time management skills. Demonstrable experience of selling solutions software applications, with a keen ability to distinguish sales objections from change management challenges.

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