



## Job Description

Job Title: Assistive Technology Specialist – North England

Reporting to: Head of UK Sales and Head of Assessment

Contract: 5 days a week (full-time)

Location: Remote

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### The Company

Smartbox create technology that gives a voice and independence to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, USA.

### The Job

As AT Specialist, you will be responsible for proactively leading the sales within your area delivering on sales target set by the Head of UK Sales.

Main areas of focus include increasing sales and awareness of Smartbox products and services within your area and seek new business opportunities whilst build trusting and long-term relationships with key customers.

Enhance and educate a new customer base developing new business and increasing revenue streams through Smartbox UK in line with targets and company goals.

This position will require a deep understanding of our products and the people we work with. It is vital that you are an ambassador for Smartbox and actively promote our mission, vision and values in your territory and be a charismatic champion of the Smartbox culture.

You will report to the Head of UK Sales, and the role will be based remotely with regular visits to our Head Office in Malvern, Worcestershire.

### Duties will include:

- Promote our products and services to key accounts and drive new business as assigned by the Head of UK sales.
- Key account management - Build and maintain personal and robust client relationships with key customers and stakeholders
- Provide market intelligence to identify product and service improvement areas to our R&D teams.
- Ensure all business activity and operations are delivered in line with the Smartbox strategy and mission.

- Ensure accurate and complete information is captured in the customer relationship management (CRM) system.
- Pro-actively capturing and analysing technical data and industry intel to feedback back into the business to assist with continuous improvement.
- Ability to provide clear written communication.
- Up to date knowledge of industry is desirable but not essential.
- Strong technical knowledge and understanding of Windows and iOS
- Flexible approach to working hours - required to spend nights away
- Strong organisation and time management skills
- Ability to work independently and as part of team
- Full UK drivers licence

### Overview of role

- Visit individuals, centres, schools and care homes to demonstrate, trial and train on Smartbox products
- Evaluate which products are most appropriate for each individual or organisation and provide written recommendations
- Work alongside clinicians and other professionals in evaluating communication and access solutions
- Represent Smartbox at exhibitions and trade shows
- Help develop new ways to use assistive technology

### Essential skills/attributes

- An understanding of the AAC industry and our competitors
- Effective communicator with proven presentation experience
- Self-motivated with a high level of integrity and credibility
- Strategic thinking and commercially astute
- Ability to work both independently and as part of a team.
- Verbal, written, and interpersonal communication skills
- Ability to build strong relationships and rapport
- A genuine passion for helping people succeed with AAC technology
- Experience in the field of AAC and assistive technology is desirable but not essential
- Disability/Care industry experience desirable

### Additional Information

- In this role you will have the flexibility to work between your home, and our office locations in Malvern and Bristol
- You will need to maintain a deep understanding and knowledge of all our products and their uses
- You will meet and keep in regular contact with other teams in the business

### Rewards and benefits

- Smartbox offers comprehensive benefits including Company Pension, Group Life Assurance and Income Protection together with Private Medical Insurance
- 25 days holiday plus public holidays
- Laptop and IT equipment provided for hybrid working

- Company car provided
- Flexible working
- Cyclescheme
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year