

OneStop.

Position Description

Head of Growth

Reporting to Chief Commercial Officer

Commercial

Position Description

1. Position Summary

The Head of Growth will be responsible for achieving our corporate growth targets. Positioned at the intersection of marketing, sales and product development, their primary concerns are customer acquisition, retention, and sustainable growth while fostering a culture of innovation and excellence across the commercial team and the wider organisation. This role involves close collaboration with the Executive Leadership Team, Product, Commercial teams, and industry stakeholders to gather insights and accelerate the definition and delivery of the company's overall growth strategy. This includes market analysis, commercial solution design, and SME product development assistance. Additionally, the Head of Growth will lead and execute the sales strategy, manage the sales and marketing team, and ensure the achievement of the company's sales and revenue objectives.

In short, the Head of Growth is responsible for driving the company's growth by increasing its customer base, optimising marketing efforts, and identifying new business opportunities.

2. Key Responsibilities

Growth Hacking

- Identify and develop innovation/growth strategy in-line with business goals and priorities.
- Provide industry Subject Matter Expertise to compliment business activities and wider understanding.
- Accelerate innovation and value creation within existing suite of products and services.
- Identify, strategise, and develop growth projects in existing and new markets.
- Champion of strategy, new opportunities, and growth. Influence and achieve buy-in from Executive Leadership and all areas of business.
- Accelerate commercialisation of growth initiatives.
- Support commercial and product teams in Presales activities where required.

Growth Nurturing

- Establish OneStop as an innovation leader amongst customers and industry.
- Identify companies and external parties that will speed up company innovation, strategy execution.
- Engage, educate, and inspire the wider business on the company's potential, possibilities, and industry trends/needs.
- Build strong partnerships and position OneStop as a "thought leader".

Growth Strategy and Management

- Develop, execute, and maintain the overall growth strategy to achieve corporate targets and increase the customer base.
- Promote existing and future products.
- Identify, manage, and grow key partnerships to achieve growth targets.

- Lead, manage, and coach the growth team, installing appropriate commercial procedures and processes.
- Manage the commercial process from start to close across all products and opportunities.
- Build and maintain strong, long-lasting customer relationships.
- Effectively communicate the value proposition through proposals and presentations.
- Ensure effective use of CRM to provide a competitive advantage.
- Drive new business development, negotiations, and commercial contracts in line with budgeted growth.
- Monitor and evaluate emerging business opportunities to position resources and technical capabilities accordingly.
- Attend and speak at conferences, fairs, and events to promote the company's image and products.
- Identify and develop opportunities to enhance market reach and value agenda.
- Translate the growth and marketing strategy into business targets, budgets, and tangible plans.
- Establish and grow partner channels to drive product usage, growth, and revenue.
- Oversee a comprehensive marketing strategy to enhance growth and market position.
- Collaborate with the leadership team to achieve organizational objectives.

People Leader Responsibilities

- Lead, inspire, and motivate the team to align with the vision, mission, and values, and to overachieve on targets.
- Ensure direct reports have goals aligned with organizational KPIs, goals, and KRAs for the performance year.
- Conduct regular 1:1 meeting (at least monthly) with direct reports, recording notes in the performance system.
- Complete formal mid-year and end-of-year performance reviews in the performance system.
- Address any issues with underperformance in the team appropriately.
- Manage the team in accordance with business expectations.

3. Selection Criteria

Technical

- 7 + years relevant experience in business development/sales/business strategy.
- Degree in business, marketing, communication, or any other related field.
- Proven experience in executing solution delivery to enterprise clients.
- Strategic planning capabilities with internal and external stakeholders.
- Proven track record in client management and forging long term genuine relationships.
- Experience in driving innovation and solutions with a technical environment.
- Proven experience in escalation resolution.
- Ability to mentor and motivate team members and stakeholders.
- A critical thinker with strong analytical and problem-solving skills.
- Highly skilled at stakeholder management.
- Strong leadership skills and ability to form strong relationships.
- Solid interpersonal, presentation and communication skills.
- Collaborative skills to work with multiple stakeholders across a variety of business units.

Behavioural

Customer focus (11) - building strong customer relationships and delivering customer-centric solutions

- Gains insight into customer needs
- Identifies opportunities that benefit the customer
- Builds and delivers solutions that meet customer expectations
- Establishes and maintains effective customer relationships

Strategic Mindset (33) - Seeing ahead to future possibilities and translating them into breakthrough strategies

- Anticipates future trends and implications accurately
- Readily poses future scenarios
- Articulates credible pictures and visions of possibilities that will create sustainable value
- Creates competitive and breakthrough strategies that show a clear connection between vision and action

Builds networks (21) - effectively builds formal and informal relationship networks inside and outside the organisation

- Builds strong formal and informal networks
- Maintains relationships across a variety of functions and locations
- Draws upon multiple relationships to exchange ideas, resources, and know-how

Action oriented (2) - taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm

- Readily acts on challenges, without unnecessary planning
- Identifies and seizes new opportunities
- Displays a can-do attitude in good and bad times
- Steps up to handle tough issues

Business insight (5) - applying knowledge of business and the marketplace to advance the organisation's goals

- Knows how businesses work and how organizations make money
- Keeps up with current and possible future policies, practices, and trends in the organisation, with the competition, and in the marketplace
- Uses knowledge of business drivers and how strategies and tactics play out in the market to guide actions

4. General

All OneStop team members are required to:

1. Demonstrate our OneStop values:

We are Purposeful.

We are deliberate, well planned and intentioned in our approach to all that we do.

We are Inventive.

We bring fresh thinking to problem solving - developing creative, original and resourceful solutions to achieve our goals.

We make things Simple.

We unpack the complex world of logistics to find the simplest tech to drive the most effective outcomes.

We Achieve Together.

We are service oriented, focused on anticipating, recognising and meeting our customer needs by placing client success at the heart of all actions.

- 2. Act in accordance with our OneStop Code of Conduct.**
- 3. Undergo relevant employment screening including but not limited to police background check, employment checks, qualification checks etc.**