

CIVICA



Sales careers

Civica is one of the UK's largest software companies, with over 30 years of proven expertise in delivering improved outcomes for public services around the world.

We're defined by our dedication to help our customers make a real difference to the communities and society in which we live. Our commitment to building lasting relationships with loyal customers has delivered 19 years of unbroken growth and market outperformance.

We recognise our role as an innovator, continually striving to develop powerful, intelligent technologies to provide new options and avenues for our customers.

Our people are the driving force behind our business. To take our growth to the next level we need to find and develop people with the potential to become world-class sales performers.

Top 2 fastest growing tech firms in the UK:
Civica and AWS





What does a great Civica salesperson look like?

Whether this is a new career path, or whether you have 30+ years sales experience – we know what good looks like.

Through extensive research of our own sales teams, as well as out in industry, we're distilling the 'right stuff' that indicates future success.

Are you driven to win? Ambitious, action oriented, resilient and determined? Can you bring fresh thinking to our customers?

Can you get them to commit to partner with Civica to pursue new strategies and deliver positive change? Can you build long-term partnerships built on shared success?

If the answer is 'yes', then we're a good home for your career.



My managers at Civica have always encouraged me to take ownership of projects and seize new opportunities. We're an agile organisation, intent on broadening the skillset of our people so our colleagues grow in tandem with the business."

Helen Sparke,
Salesperson of the Year



What qualities are we looking for?

We endeavour to understand your ambitions and align them with our own growth objectives. Through our Sales Academy, we empower you with the skills, disciplines and tools to succeed. Then we push you to realise your potential with a network of performance coaches. The most important of which is your line manager, who is committed to your success.

These are the traits and behaviours that are consistently exhibited by top performing sales people. Throughout our recruitment process these are the competencies we will be expecting of you.

The Civica Sales Way

Sales Executive:

<i>Innovator</i>	Challenges thinking	Uses deep market insight and fresh thinking to challenge customers to think differently and to take action
<i>Customer centric</i>	Maximises customer value	Understands customers and fosters a partnership to solve their problems, using our solutions and products to maximise value to the customer and to Civica
<i>Culture champion</i>	Acts with integrity	Approaches sales challenges in the 'right way', is fair, honest and always takes responsibility
<i>Self aware</i>	Driven to win Always improving	Ambitious and action oriented. Is resilient, tenacious, positive, and determined Constantly seeks and acts on feedback, learning and coaching in order to improve personal performance and results
<i>Results focused</i>	Owens their target	Takes full ownership for achieving personal/team target. Is planned, rigorous and agile, shapes the task and makes it happen

Sales Leader:

<i>Talent multiplier</i>	Coaches for performance	Inspires and coaches the team to exceed high standards, challenging them to always do more
<i>Sales role types</i>	Account development New prospect development	Builds long-term relationships with existing customers to create incremental sales by convincing customers to change Creates and expands new business opportunities by prospecting, wins sales by gaining buy-in to change and transformation



How are you going to help me grow and develop?

Our Sales Academy provides you with the tools you need to achieve

Our 'Investors in People' – Gold award illustrates our commitment to develop our people and further their career.

Last year we launched our global Sales Academy, to develop and realise the potential of our sales executives and sales leadership across every stage of their career.

Our Sales Academy has enabled our team to accelerate their performance through a consistent sales methodology.

We're focused on delivering great customer outcomes alongside an effective performance coaching culture, where everyone is encouraged to grow their skills and results.



Before I joined Civica I knew I wanted to work somewhere with the size and scale to develop my career while also genuinely caring about employees. I've been with Civica for just over a year and it's exactly what I'd hoped it would be."

Sam Wilding,
Account Manager



Civica Sales Academy

Accelerating your performance

Globally, we know that the most successful sales professionals execute key approaches and behaviours consistently and to a high standard in every customer interaction.

We operate in a highly competitive industry and the quality of sales execution has a major bearing on our success. We'll equip you with the tools, techniques, skills and disciplines required to add value at every step – helping you to build trust and become the customer's partner of choice.

At a fundamental level we sell 'change', so our task is to understand what will enable organisations to succeed, identify and quantify the value in pursuing change, then help them to realise tangible business outcomes. Our Sales Academy challenges you to realise your potential and enables you to make a real difference, whether you're new to sales or an experienced high-performer.



On behalf of our sales leadership community, our commitment to our sales people is this: wherever you go, whatever you choose to do for the rest of your career, you'll be more successful from what you learn here with us."

Stewart Mcluskey,
Sales Improvement Director

Learning sales from the ground up

Based on evidenced, global best practice, we'll support you in becoming one of those consistent, **global top performers** whether you're new to the profession or a seasoned professional/leader.

Through training, coaching, observation and rehearsal, we'll take you through those key approaches and behaviours that **make the difference**.

Using a **modular approach**, our Sales Academy will introduce you to a consistent sales language that forms the basis of all of our **sales development**.

You'll learn the key approaches and behaviours, which will enable you to rehearse in a safe environment so you're confident in your capability.

All of this is supported by your sales leader who is a trained coach and will help you to **achieve incremental gains every month**.



I joined Civica from a retail background, that's a big step but one which was made much easier by the culture and training with Civica. Our sales training gave me a huge amount of confidence and it means we're all singing from the same hymn sheet and 'doing it right'; that means my teammates are confident in guiding me in the right direction as well. I've now taken on three different roles in four years - I'm really proud of that."

Sabrina Ofori,
Account Manager



Oct 2019

Account Manager

Oct 2018

Sales Support Specialist

Nov 2016

Licensing Operations Specialist

How am I going to make a difference?

Our software provides the platform for customers to make a real difference to people's lives in the communities they serve.

From improving patient outcomes in the NHS and supporting police patrolling our streets, to helping rehome vulnerable families and managing social welfare where it's needed most, we're here to help.

Civica's products and services are constantly impacting positive societal change:

Home Office

Civica's iCasework, National Referral Mechanism supports the Home Office in combatting crimes of modern slavery.

NHS

Civica Prescribing supports NHS patients' treatment and recovery; improving safety and reducing risk.

UK Police

CRaSH, Civica's award-winning collision reporting software helps UK police forces to improve road safety and save lives across the country. Savings of £7.5 million per year for each of the 25 police forces using CRaSH.



Civica's a place for ideas and a platform to put them into practice. If you want your work to have purpose and genuinely make a positive impact on wider society then there's no better place for you."

We support:



900

local authorities



40

government departments and agencies



500

health and care providers



500

housing and public safety organisations



7,000

schools colleges and libraries



275

regulated sector organisations



What's it like to work here?

Civica beyond sales

Our **open and supportive culture** sets us apart. As we continue to grow we strive to ensure Civica remains a great place to work.

Community engagement is a fundamental part of our culture. Civica employees are encouraged to **'Donate-a-Day'** in support of a cause that's close to their heart.

We want people that think big and go further and **when our people work hard, we notice.**

We tailor our benefits packages to suit our employees specific needs and we support an array of initiatives to ensure our colleagues are continually **recognised on a day-to-day basis.**

Each year we host our annual **Employee Awards** to thank our standout performers from across the globe.

Company benefits and schemes



Childcare vouchers



Flexible hours



Healthcare



Career coaching



Cycle to work scheme



Team events



Employee referral scheme



Contributory pension



Life assurance

We embrace **agile working**, emphasising our commitment to a healthy work-life balance.

We're **prioritising our people during COVID-19** and ensuring they continue to thrive amidst these challenging and unprecedented times.

What will my career look like?



We've got a unique culture and our people team go over and above to help new employees integrate as quickly as possible. Induction sessions and First Impressions orientation days are great for getting to grips with the business.

Divisional Sales Director,
Civica, 3 years



Our collaborative culture's embodied by everyone I work with, from the top down. Recently, Wayne our CEO happily accepted my request for him to attend a meeting with me. That's quite amazing when you consider we're a company of more than 5,000 people.

Business Development Manager,
Civica, 13 years



You're judged on what you deliver (rather than a first-in, last-out culture), and this means everyone can make their roles work best for them.

Account Director,
Civica, 2.5 years



Just grab the opportunity, because it's an exciting place to work and we have a meaningful effect on people's lives.

Business Development Manager,
Civica, 3.5 years



You can truly make a difference to the business, rather than being a small cog in a big wheel and I'm afforded relative autonomy over my work schedule in terms of hours and home-working.

Business Development Manager,
Civica, 3.5 years

Next Steps to Progress Your Interest

Complete our **Experience Exercise** and forward a copy to careers@civica.co.uk.

A member of our talent acquisition team will be in touch to confirm whether they think you've got what it takes.

