



## SERVICES DEVELOPMENT MANAGER

### JOB DESCRIPTION

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Kingshay specialises in providing independent advice and technical services to farmers and the wider industry, throughout the UK. Kingshay is part of the [VetPartners](#) Group of companies, the UK's largest production animal veterinary group, giving Kingshay access to a wide range of complementary skills and resources.

The Services Development Manager role will be a key member of the team mainly focussed on our Dairy Manager costings service, ensuring the smooth and efficient running the service, providing customer support and developing further service features and sales. Further details of Kingshay services can be found at [www.kingshay.com](http://www.kingshay.com).

Working within a small, but enthusiastic and high-profile team, this exciting position will provide ample opportunity for a self-motivated individual to influence the future direction of the service, as well as develop existing and new skills in all aspects of the job, plus develop their status within the wider livestock industry.

This is a full-time position focussed on generating new business, managing larger client contracts and promoting the service further.

#### **Preferred applicants will have:**

- A relevant qualification, preferably to degree level.
- Experience of farming or within a farming related company.
- Experience promoting & selling services to farmers and/or agricultural companies would be an advantage.
- A methodical yet innovative approach and be able to collate, analyse and interrogate data, with exceptional attention to detail.
- Excellent computer skills, with the ability to quickly develop new skills. Demonstrate evidence of analysing data within Excel spreadsheets and databases.
- Excellent organisational skills.
- Competent verbal and written communication skills.
- A good team player but with the initiative and drive to work on their own.
- Commitment to improving personal skills and understanding our business.

## Outline of Main Responsibilities:

An outline of the main responsibilities is given below. The precise specification of the role will be defined as appropriate to the skills and experience of the successful candidate.

### 1. Dairy Manager Service

The effective use of data has long been a mainstay of many of the services that Kingshay offer and there are increasing opportunities to accurately collect, analyse, interpret and report data. Kingshay Dairy Manager is the leading independent dairy herd costings in the UK and is a major part of Kingshay's activities. Services also include Health Manager, Profit Manager (cost of production) and Antimicrobial Reporting.

The principle responsibilities include:

- Business to business sales – managing client accounts and taking a leading role in the acquisition of new business opportunities.
- Actively promoting the service to farmers, including recruitment at shows and events, organising campaigns, presenting at meetings etc.
- Writing technical articles which promote Dairy Manager services. To include data analysis, identifying key messages and trends, writing articles and/or reviewing.
- Providing customer support.
- Compiling, validating and analysing data.
- Interpreting results and understanding reasons for change.
- Create dashboard reports to effectively present key results.
- Helping to maintain a high quality and efficient service.

### 2. Service Development

Kingshay are continuing to develop our services to remain the market leaders. The role will include assisting with program development, providing feedback & ideas and testing.

Key developments planned include:

- Data Integration development – automated data links to other third-party sources.
- Antimicrobial monitoring service – further developing this new service.
- Profit Manager development – online data entry.

### 3. Other Duties

Reporting to the Senior Farm Services Manager, the job holder may be expected to work with all sections of the business. This will include utilising information and data from Kingshay's new state-of-the-art Dairy Research Centre. All team members are expected to assist on various tasks not specifically covered in the job description.

## Employment conditions

### Place of work

The job holder will be based at Kingshay's head office at Bridge Farm, near Glastonbury and will be expected to live within a commutable distance of the office. The position involves some UK travel and occasional nights away from home.

### Hours of Work

The formal timing is based on a 39½ hour week working between 8.30 am and 5.30 pm (5.00 pm on Fridays).

### Training

We encourage and support the development of new skills and abilities. A training programme will be tailored to the individual's needs to fulfil the role.

### Salary

A competitive salary is offered appropriate to the calibre and experience of the person we seek. A company auto-enrolment pension scheme is available, and the company offers both a childcare voucher scheme and cycle scheme.

**Medical** - Appointment is subject to a pre-employment health check.

You will also be entitled to discounted animal healthcare, plus on-line/in-store Rewards Gateway membership.