

DELIVERY | JOB DESCRIPTION

Job Title:	Internal Sales Manager
Reporting to:	VP of Sales
Business Area:	Sales
Location:	The Sharp Project, Manchester

Role Overview:

The Internal Sales Manager shall oversee the daily running and management of a very proactive Internal Sales team, overseeing and leading a team to meet aggressive sales lead generation targets along with the ongoing development and training of high caliber Internal Sales staff.

Responsibilities:

- Coaching, inspiring and motivating a team
- Ensuring the team meets the sales lead generation targets for their respective market sectors
- Sales training, development, and performance management – demonstrating by example
- Maintaining a good understanding of customer adoption needs and the market dynamics in the respective sectors
- Developing calling strategies to guarantee success and growth
- Developing and maintaining customer relationships in identified high value potential accounts
- Disciplined use of CRM system, communication and customer management
- Monitoring random calls for quality assurance
- Forecasting and analysing sales data and working with marketing on the design of campaigns
- Regular reporting of KPI's to senior management team
- Keeping to targets and managing KPI's
- Ensure that technology, product and industry knowledge is continually developed.

Performance Measures:

- Achievement of highly visible lead generation targets
- Recruitment, development and subsequent retention of team members with proven capabilities

Nurture high performers to provide a pipeline of potential resources to fill other sales roles in the organisation.

Requirements:

- 2+ years of Internal Sales experience ideally within the sales function of a software vendor, reseller or consultancy
- 2+ years of Internal Sales Management experience ideally within the sales function of a software vendor, reseller or consultancy
- Knowledge of the business needs and drivers for different business sectors e.g. finance, pharma, telco etc
- Experience managing a team with proven success of achieving aggressive lead generation targets, potentially across different time zones
- Clear, concise and effective verbal and written sales communication
- Ability to coach and performance manage the team
- Grasp new concepts quickly with strong analytical and problem-solving skills
- Ability to prioritise and handle multiple tasks at any given time
- Good attention to detail and ability to provide concise reporting
- A good grasp of the commercial drivers for the use of various SaaS business applications. HR/HCM or CRM application knowledge highly desirable.