**Job Title:** Sales Team Manager

**Department:** Commercial

**Contract:** Permanent, Full Time

**Reporting to:** Head of Sales – Estio

**JOB DESCRIPTION**

To manage, motivate and develop a team of sales experts by playing a pivotal role in driving departmental performance through effective team management, delivery of sales numbers, and building strong working relationships across internal departments ensuring recruitment, best practice and sales opportunities are met in line with targets and company standards.

**MAIN DUTIES AND RESPONSIBILITIES:**

* As a Sales Team Manager you will be responsible for leading, coaching and developing a team of sales agents consistently achieving and exceeding against all sales KPIs
* Developing and managing the CRM system to optimise data and leads
* Monitor all data, leads and sales activity to improve performance as well as reporting findings to Head of Sales – Estio
* Proactively generate leads and ensure follow up process defined and recorded within systems as per sales strategy
* Refresh contact with past customers and develop relationships with new ones (B2B)
* The Sales Team Manager is responsible to supervise a team to convert individual´s inquiries/calls (inbound/outbound) into active customers. The Manager is accountable for attaining the team sales targets.
* Provide timely reports to Head of Sales – Estio to ensure the team is meeting its sales targets.
* Identify opportunities to maximize service quality and effectiveness for customers. This position also monitors employee performance goals and objectives on a regular basis.
* Coach and advice employees on course and program information.
* Evaluate, coach and guide employees to assist them in meeting their own personal goals, including timely delivery of performance reviews and real time feedback.
* Proactively identify performance opportunities to coach and create an applicable and relevant development plan.
* Ensure that Sales Consultants perform their professional responsibilities in a manner consistent with regulations and company policies.
* Assists with additional work duties or responsibilities as evident or required.
* Resource forecast and planning

**General Responsibilities**

1. To adhere to BPP Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
2. To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at work Acct (1974) and relevant EC directives
3. To work in accordance with the Data Protection Act and to ensure that all new systems are reported to your Data Protection Controller
4. To undertake such other duties as may be reasonably expected.
5. Adhere to internal Ethics policy

**Essential Skills**

This is a busy and demanding position requiring a proactive and positive approach towards providing a service exceeding customer expectation.

You must have proven ability in the following areas:

* Proven B2B sales background
* A proven track record of hitting given sales targets and meeting deadlines
* A high level of communication and persuasion skills
* Establishing rapport with people and professionals
* Strong Organisational skills with the ability to successfully multi task
* Developing and maintaining CRM systems
* Experience of Performance management and creating development plans

**Personal Traits**

This position requires an innovative and proactive approach to communicating with people and professionals, alongside a commitment to offering a high-quality customer experience.

You must:

1. Be a team player with a confident and outgoing personality with a commitment to providing the highest level of customer service
2. Have self-motivation with an ability to thrive under pressure
3. Have an aptitude to work without direct supervision
4. Be well presented with excellent oral and written English language skills
5. Be committed to continuous self-development

**Qualifications & Experience**

You must possess:

* A minimum of 2 years experience in a sales management environment, along with higher education degree preferably
* Advance knowledge of Microsoft Products
* Experience of CRM databases advantageous