

JOB DESCRIPTION

Job Title: Sales Manager

Reports To: Managing Director

Location: Brighton & Hybrid Working

Job Purpose:

To manage, motivate, and develop the sales team to ensure they are delivering an exceptional service to clients and exceeding targets. Setting monthly and annual revenue / profit targets for the sales team to deliver on. Create and implement strategic sales plans that expand the customer base and achieving the revenue and profit targets. The focus will be meeting conversion rate and client referencability, developing long lasting customer relations, optimisation of the sales team performance and engagement.

This is a results orientated and commercially driven role, hands-on client facing leading a successful sales function and developing the team. This role is part of the management team to ensure a collaborative approach to achieve the strategic goals of the business.

Role Responsibilities:

- Manage and continually optimise the end-to-end Net New Sales process including lead generation, introductory calls, presentations, proposal and close of Cloud9s core services and Product Catalogue IP Solutions
- Hands-on development of existing accounts to sell Phase 2, Optimisation Projects and Product Catalogue IP Solutions
- Deliver additional recurring revenue including; Extended CRM Services, Client Success Care Packages and Licences (Microsoft and Third-party)
- Line Management of the Sales Executives including quarterly reviews, coaching, mentoring and support in their day-to-day role
- Continuous improvement and management of the sales function playbook
- Reviewing and making recommendations on processes and procedures to ensure maximum efficiency and achievement of the sales targets
- Strategic Business Development including execution of pricing changes, subscription fluctuations, collaboration with Marketing on content and campaigns and identification of new services and solutions
- Ensure CRM and client team sites are complete and up to date to provide accurate forecasting, reporting and complete handovers between departments
- Comfortable working with ambiguity and lean on your creative problem-solving skills to generate ideas and move them forward quickly, acting as a point of escalation for clients

Experience Required:

- Proven track record of positive sales performance
- Proven experience in driving team performance to achieve targets
- Previous experience as a line manager
- Ability to learn and apply Microsoft Dynamics 365 Customer Engagement Solutions, Licence requirements and Product Catalogue IP Solutions
- High level proficiency with all Microsoft Office programs
- A strong bias for action, leading by example with experience developing a team to achieve personal development plans
- Exceptional customer service and problem-solving skills
- Ability to build relationships at all levels of seniority in a customer B2B business
- Exceptional communication skills, verbal, written and presenting
- Flexibility to travel to client sites from time to time