

**Role: Outbound Team Leader**

**Reporting To: Sales Manager**

**Department: Sales** - Norwich Office

**Contract:** Full-time, permanent (Mon-Fri 9am – 5pm)

**Salary:** £30,000 per annum basic – subject to experience with OTE of £44k. Commission paid monthly in arrears.

**Benefits:** Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Gym discounts, uncapped bonus, holiday purchase scheme.

## About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

## About You

You are a strong motivator looking to lead a new team through the next stage of our exciting growth phase - you will have:

- Proven track record managing successful lead generation and/or sales teams
- Passion for learning new products & services
- Good working knowledge of Salesforce (or other CRM) and outbound sales processes
- Experience in coaching and developing individuals to maximise their individual potential and deliver targets

We are looking for someone who knows how to maximise the performance of others and who demonstrates a natural enthusiasm and ability to engage with salespeople to drive performance

## Role & Responsibilities

The role of the Outbound Team Leader is to recruit, develop and manage the newly created outbound lead generation team which is part of the wider QMS sales team

This is a new and exciting team who's main objective is to generate new opportunities for the existing sales team to quote and sell a broad range of QMS products and services.

## Responsibilities include:

- Recruit the right people for your team – considering cultural fit against QMS values and suitability for the role
- Ensure that the Lead Generation team meets and exceeds agreed business and financial targets on a monthly basis
- Coach and monitor the performance of the Outbound team ensuring high standards are achieved and maintained
- Develop the Outbound team to the next level, finding new ways of working to maximise data performance
- Review daily KPI performance and feedback to the team to help them achieve their overall monthly targets – key driver is daily leads referred to sales team
- Develop new members of the team to give them the training that they need to effectively lead generate for the sales team
- Continually review and optimise system and performance processes within the Outbound team as you strive for best in class working practice
- Be involved in the decision-making process for key changes that affect the Outbound team so that the correct outcome is achieved
- Directly support the Commercial, Sales Manager and Marketing Manager in planning specific marketing campaigns
- Work with data team and inbound sales manager to establish a joined-up approach to lead generation activities and processes

## Company interests

You will use your best endeavours to ensure that the Company interests are promoted in the most positive manner. This includes but is not limited to;

- Portraying the Company in a positive way to internal and external parties
- Taking steps wherever possible to ensure the company maximises sales
- Considers Company financial performance when committing to any spend on behalf of the Company.

## Company Values

We're proud of our culture and values, colleagues are expected to demonstrate our values in the day to day delivery of their roles.

*Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.*

