

## **Sales Manager**

**Department: Sales, Norwich Office**

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

**Salary: Competitive, plus commission, paid monthly in arrears**

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

This is a truly exciting opportunity for an experienced sales manager with operational experience; taking an established sales team, with a track record of delivery to new heights to ensure our business continues to deliver our projected growth across the next few years.

### **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. Part of the Citation Group and backed by Private Equity, we will grow considerably over the next five years and are looking for someone who wants to grow and progress with us.

We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

### **Role Description**

If you describe yourself as an inspiring sales leader, then this is the role for you. Ideally teamed with your contact centre background you will have the skills to bring the best out of your team and allow them to fulfil their true potential (and earning potential!)

- Leading, managing, coaching and monitoring the performance and quality of the sales team ensuring high standards are achieved and maintained.
- Ensuring that the sales team meets and exceeds agreed business and financial targets.
- Working cross functionally to move the sales team to the next level, finding new ways of working with the sales team and ensure leads and marketing opportunities are maximised.
- Directly support the Sales Operations Manager and Marketing Manager in planning specific marketing campaigns.
- Using data to drive management decisions and actions

- Finding new ways of working within the team, implementing new processes whilst ensuring selling opportunities are maximised and every lead is nurtured.
- Responsibility for management of the sales team to drive the inbound, outbound, cross sell and upsell sales plan
- At times, demonstrating your ability to lead from the front by personally managing / converting your own small sales pipeline, including more complex quotations

### **About you**

You're a brilliant sales manager and that's reflected in your demonstrable experience. If you are looking for a professional, supportive and friendly company where you have the chance to shine every day and have some fun along the way then look no further.

- Proven experience of managing a high performing sales team, ideally from a contact centre background.
- Experience of coaching and developing individuals to maximise their individual potential / deliver targets.
- Operational management experience with experience of implementing new initiatives.
- Experience of change management and process improvement in a fast-paced environment.
- Experience of using a CRM (Salesforce experience preferred) through report building and operational analysis.

We are looking for people who know how to manage and maximise the performance of others and who demonstrate a natural enthusiasm and ability to engage with your teams and clients. Our environment is exciting and constantly evolving, so we want to hear from Contact Centre Team Leaders/Managers who can work in a fast paced, changing environment and are keen to help us be the best we can be!