

Sales Operations Executive

Department: Sales
Location: 50 Featherstone Street, EC1Y 8RT, Central London
Reports To: Head of Sales
Hours: Full Time (37.5hrs)

Overall Objective

This role involves supporting a busy sales team in an influential market research company in the UK.

You'll be providing key support to the sales team in a number of areas, including finance, administration, and even sales itself. It's a deadline-driven team known for solving clients' problems fast, so being a supportive "team player" is a required key attribute.

Key Responsibilities

- **Sales Team Inductions:**
 - Work with HR to plan an induction plan for new starters
 - Train new starters on their targets, commission structures, sales policy procedure and CRM
- **Sales policy and procedure:**
 - Create and maintain a sales policy and best practice procedure document
 - Maintain the sales share point
 - Maintain sales folders on the p drive
 - Collate and maintain sales collateral, such as crib sheets for sales use
- **Commissions:**
 - Assist management in planning & implementing commission budgets and structures
 - Field, assist & escalate commission calculation queries
 - Calculate off plan commission payments for ad-hoc or non-standard incentives/bonuses
- **CRM:**
 - NetSuite champion for sales
 - Database integrity policing – such as adding new clients, PO numbers and contracts
 - Maintain dashboards
 - Reporting new data
 - Lead allocation
 - CRM system development, collating ideas & suggestions, mocking up demo screens etc.
- **Territory:**
 - Major territory restructure projects, for example before start of a new FY
 - Territory reallocation starters and leavers
 - Collate, police and action individual territory changes requests
 - Upload territory allocations for new data
 - Run territory, pipeline reports and sales order reports
- **Reporting:**
 - Ensuring managers and sales individuals have reports to effectively run their team/role
 - Specification gathering and mock up new reports
 - Co-ordinate with relevant department to build/implement new reports
 - Run and distribute/present off plan reports
- **Cancellations:**
 - Collate and action CRM cancellation requests ensuring accurate cancellation reasoning
 - Report on cancellation figures and lapsed clients
- Administration support for sales management team

- Distribute bad debt information

Skills required

- Excellent interpersonal skills
- Ability to use initiative, negotiation and influencing skills
- Problem-solving, analytical and numerical skills
- Ability to deliver results, meet deadlines and manage time effectively

Personal attributes

- Self-discipline & motivation
- Positive attitude
- Excellent organisational skills
- Excellent written, oral and electronic communication skills

Education and qualifications

- Further education qualifications (e.g. AS-Levels etc.)
- Highly proficient in MS Office
- Fluent written and spoken English

This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.

All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.

Please send your CV and covering letter to vacancies@yougov.com