**Job Description**

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| **Job title:** | Senior Sales Operations Officer |
| **Grade:** | S4 |
| **Division:** | Business Development |
| **Reports to:*****(job title)*** | Head of Business Development |

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| **JOB PURPOSE** |
| The role will encompass a wide range of operational business support, CRM administration, coordination activity and organisational elements, requiring discretion and outcome-based productivity in direct support to all BD/Sales activities. |
| **KEY DUTIES AND RESPONSIBILITIES** |
| * Support the daily operations of the BD/Sales team ensuring alignment with the group’s objectives
* Monitor the integrity of CRM data, proactively chase opportunity owners to update and maintain accurate entries
* Monitor pipeline dashboards and proactively manage incomplete records or errors in data entries
* Work with Comms & Marketing to coordinate customer facing initiatives with the BD/Sales group’s objectives
* Manage the provision of a highly proactive, efficient, professional, and flexible business support service, co-ordinating and prioritising workloads as required to meet service demands
* Prepare high quality and accurate letters, managing workflow, record keeping and reporting progress in accordance with agreed service standards
* Developing an understanding of the areas of work to ensure analytical ability for the triaging of opportunities
* Proactively manage frameworks and portals to support the Business Winning activities
* Build positive relationships with other teams and departments and using those relationships to influence others through excellent interpersonal and communication skills
* Comply with Company policies and procedures (including the Business Management System)
* Adhere to the MASS values
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| **COMPETENCIES** |
| **General Profile:*** Requires specialised expertise in an operational and/or system process
* Completes complex assignments and may coordinate the work of others
* May act as a lead, providing subject matter knowledge to the team but is not a work leader
* Works autonomously within procedures; proposing improvements as needed

**Job Functional Knowledge:*** Requires specialised expertise within a process to perform a broad range of complex work assignments

**Business Expertise:*** Understands how own and related teams efforts impact broader organisational objectives.

**Leadership:*** On occasion, may act as a work lead, providing subject matter guidance to more junior team members – but is not a formal work leader.

**Problem Solving:*** Gathers and analyses information to identify and solve complex problems that arise with little precedent.

**Impact:*** Impacts own team and other teams whose work activities are closely related; suggests improvements to existing procedures to improve the efficiency of the team

**Interpersonal Skills:*** Evaluates and communicates unusual and/or complex content in a clear manner.
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| **QUALIFICATIONS / EXPERIENCE** |
| **Essential**:* Familiarity with sales funnel metrics, KPIs and performance reporting
* Organisation and communication skills are essential to succeeding alongside management of relationships
* Experience working within an administrator background or/and previous experience working as frameworks coordinator or sales support
* Comfortable and confident in working at pace to manage conflicting short term and long-term priorities
* Excellent working knowledge of Microsoft Applications

**Desirable**:* Experience working in the defence/government sector
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**Declaration**

*“I have received, reviewed and fully understand the above job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described”:*

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| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |