**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 |
| **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. |
| **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:** |  |