

Job Description



Job Title:	Sales Support & Data Analysis
Reports To:	Internal Sales Manager
Business Unit:	Hobart UK Service
Location:	Hobart UK, Southgate Way, Orton Southgate, PE2 6GN
Purpose of Job:	Responsible for identifying the decision-maker within the end user for machines sold; ensuring this data is captured and inputted accurately into a CRM system; sending and following up on documents required by the Internal Sales team; identifying new contract opportunities and distributing data; completing data analysis for the Internal Sales team to use
Responsible for:	N/A

Position Responsibilities

All activities are to be carried out in accordance with all company policies and procedures as set out in the Company Handbook and elsewhere including policies regarding: Equal opportunities, anti-bribery, health and safety, data protection/GDPR and information security. The Data Validation Executive role includes but is not limited to:

- To deliver a specific personal unit monthly target of converted contacts and work to the teams target by capturing decision-maker and end user details
- Preparing and Leading in ISM daily Internal Sales meeting
- Dealing with inbound queries from new and existing clients and monitor the customer service inbox
- General administration to ensure all contracts are inputted correctly and in a timely manner into the CRM system
- Sending sales documentation to customer and following up to ensure they are completing including but not limited to: direct debit forms, account forms, welcome packs, proforma invoices through platforms including DocuSign and PDF Filler. Completing supplier set up forms as required from Internal Sales. Deal with Credit Control and Contract Admin queries.
- Analysing data to identify new opportunities for the Internal Sales Team
- Gaining and distributing monthly data for the Internal Sales Team
- Analysing data, creating spreadsheets and pivot tables as required by the Internal Sales team to use to assist in Contract Sales
- Completing monthly and quarterly analysis on the Internal Sales team figures across a variety of KPI measures
- Ensuring monthly trackers are kept up to date for data conversion and Internal Sales team figures
- Contributing to developing sales materials and marketing campaigns
- Remain up to date with initiatives within our market and what our competition are offering
- Ensure processes are written, updated and distributed in a timely manner
- Collaborate with the internal process to ensure best practice and legal compliance is achieved and continuously improved to minimise risk to the business performance and reputation
- Conduct yourself in a safe manner and support the company Enterprise Strategy to achieve our target of zero medical treated and lost time accidents; to support our company wide safety culture



Key Skills and Attributes

We are looking for individuals with a proven track record of winning new business and a passion for Telesales.

- Experience within a fast-paced role.
- Highly motivated, resilient and results driven.
- Strong work ethic, comfortable working against clear Key Performance Indicators (KPI) and activity targets.
- Excellent telephone manner, with the ability to build strong relationships.
- Able to communicate clearly and effectively both verbally and in writing.
- Proficient user of Microsoft Office Suite essential, including excel, experience using databases and CRM system would be advantageous.
- Ability to priorities work and multitask.

Development

Development within the company in this or other roles will be dependent on the commercial needs of the business and the personal ability and drive of the job holder. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

By signing below, you are agreeing that you have received a copy of this Job Description, have discussed it with your Line Manger and agree to its contents.

Line Manager Signature	Employee Signature
Printed Name	Printed Name
Date	Date

