

Desk Sales Manager

Role Profile

We are looking for an experienced Desk Sales Manager who is passionate about the interests of our customers and will act as a customer champion within Grain. This role is responsible for the day-to-day management of our desk-based sales team, ensuring their time is used efficiently to hit our sales targets. You will build, train, and support your team to ensure excellent sales skills, product knowledge and understanding of the Grain processes, ensuring they follow up leads and onboard customers in the best way possible.

We are looking for an organised, passionate and process orientated individual with a track-record of hitting sales targets and selling products to customers over the phone.

Main Responsibilities

Your core focus will be to manage the day-to-day operations of the office-based sales team, helping to shape and roll out both the brownfield & greenfield sales strategy across the UK, and measure and report back on success. The Desk Sales Manager's responsibilities will include, but not be limited to:

Delivery of Sales Targets

- Understand the company sales targets and how to achieve these across the various business areas, including new build and existing homes
- Continuously review current sites for success, and implement ways of reaching hard to reach customers
- Act as the point of escalation for all sales customer queries or complaints, ensuring a clear understanding of company terms and conditions and the wider industry standards
- Ensure the sign-up process is adhered to and implemented effectively to support the target
- Look at ways to upsell to customers, to drive more income for the business
- Work closely with the wider business teams to ensure any customer touch points deliver great service, including Customer Service, Operations and Marketing
- Liaise with the Head of Customer Experience on successes and challenges, and problem solve to improve performance
- Build and nurture client relationships, including site visits and onboarding sessions
- Look at key sales trends across timescales or geographies, and implement improvement strategies
- Understand competitor offerings and suggest ideas to improve our own sales offerings
- Work closely with the marketing team to ensure the online and offline journey of customers meets our sales requirements, including emails, social media posts and face to face contact
- When required, support the team to cover annual leave or to hit a sales target

Line Management and Team Efficiency

- Line manage a growing team of desk-based sales colleagues, covering a range of working hours

- Ensure effective communication and briefing to continually build a team ethos and a great customer-first culture
- Undertake regular staff training in groups or one-to-one, including shadowing and feedback
- Ensure effective scheduling of staff annual leave and bank holidays to always maintain an appropriate level of cover
- Update the team on KPIs, targets and commission on a regular basis
- Support the team with the management of their diary to make the most of their working hours each week
- Work closely with the wider UK based sales teams to ensure a team ethos
- Ensure a clear process is in place to track the use of the team's time and their effectiveness during working hours
- Continuously improve the way data is updated in the system to utilise the amount of time available for door knocking
- Work with marketing to always ensure a supply of relevant marketing materials

Systems, Processes and Procedures

- Ensure your own and your teams compliance with business processes and procedures at all times, auditing, identifying and addressing any non-compliance swiftly
- Work closely with wider business colleagues to continually develop and improve processes and ensure these are documented, rolled out and communicated effectively
- Always ensure the correct use of customer SLAs, and identify ways to improve on SLA performance with clearly owned action plans

Working hours

Although a full-time role, you will be required to be flexible with your hours and use your time well to meet the needs of our customers. It is likely this role will include weekend work, though we are happy to discuss a work pattern that works for all. This role will also require some travel across the UK, with most of your time being spent in the Carlisle Head Office.

Experience required

- Extensive experience of day-to-day management of a sales team
- A background in managing and developing an effective sales team
- Leadership experience in coaching teams to display the right behaviours
- Desire to drive a culture of continuous improvement
- Solid analytical mindset with ability to translate and use data
- Experience in training and ongoing support and development of a team
- Flexibility, commitment, strong communication skills and resilience to deal with the requirements of customers
- Excellent verbal and written communication skills
- The ability to maintain calm under pressure
- Ability to help design and roll out processes and build new systems
- Efficiency and organisational skills
- Detailed experience with CRM systems and Ticketing Systems

- An ability to learn and understand the full range of products and services on offer
- Experience in the telecommunications industry is advantageous but not compulsory

Excellent Employee Benefits

- OTE £36,000-£40,000 per annum
- Car allowance
- 25 days annual leave, plus paid bank holidays
- Up to 7% pension contribution
- 4 times salary life insurance cover
- Employee Incentive Scheme
- Employee Referral Scheme
- Perks at Work Scheme

About Grain

Grain is a fast-growing national broadband provider, headquartered in Carlisle, with a range of opportunities across the UK. Unlike some providers, Grain builds their own dedicated fibre optic network with a unique cable to the home (FTTP), delivering some of the fastest broadband products and helping bring digital transformation to the UK.

Having recently announced a £75 million investment, now is the perfect time to join one of the fastest growing companies in an exciting industry – apply today!