

Job Description



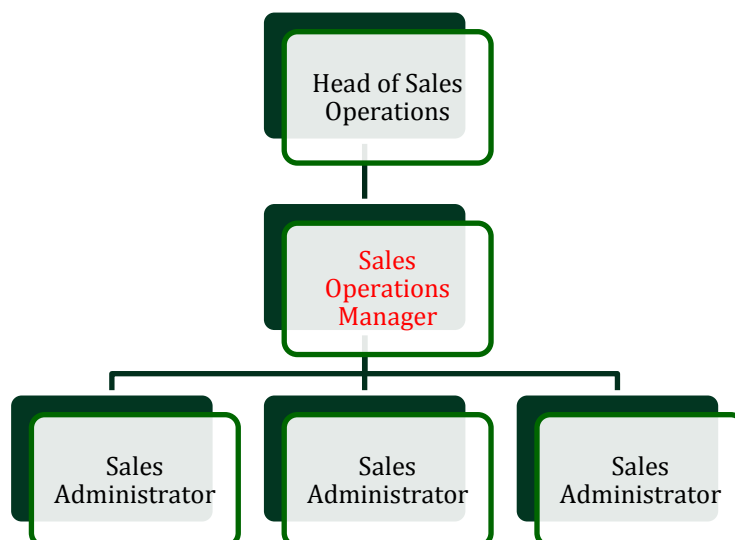
Job Title: Sales Operations Manager	Function: CCO
Reporting To: Head of Sales Operations	Department: Sales Operations
Recruitment Requisition Approval: (Y/N)	Location: Viables
Job Band: E10	

1. Purpose of the Job (what is the function of the position?)

To be part of De La Rue is to be part of one of the world's greatest businesses. For over 200 years, we have led the way. We have established ourselves as the world's leading banknote printer and passport manufacturer. But the markets we operate in have changed – and we need to change too. That's why with our new CEO we have a new five-year strategy to deliver sustainable growth and improve our long term profitability as well as making us a more innovative and vibrant business.

The Sales Operations Manager will report to the Head of Sales Operations in the Customer and Commercial Organisation (CCO). They will be responsible for managing the sales pipeline forecast and reporting based on Microsoft Dynamics CRM, working with the Global Sales and Business Development Teams to ensure data quality and providing data analysis and support. They will manage the central Sales Administration team whose remit is to provide administrative support to the Global Sales and Business Development Teams. They will support the Head of Sales Operations in the definition, implementation and drive of process improvement and adoption – part of the Sales Excellence agenda. They will act as a key point of contact for CCO with other business functions such as HR, Finance, IT, Delivery and CTO to support activities such as integrated business planning, forecasting and monthly business reviews.

2. Organisation Chart (key reports and reporting lines)



4. Key Activities

- Act as Deputy to the Head of Sales Operations
- Understand the pace and rhythm of the reporting cycle and support the production and running of regular business review meetings based on CRM pipeline information – complete slide packs, publish trackers and present to senior stakeholders. Understand the business context and be able to summarise into material suitable for C-level audience
 - Sales Pipeline Reviews
 - Sales and Operations Planning
 - Integrated Business Planning
 - Sales Forecasting
- Manage the Monthly CCO Briefing to all staff – including preparation of materials, management of “Sales Excellence Awards” and event organisation
- Proactively identify barriers to operational excellence. Suggest and implement solutions to improve internal process and efficiency
- Act as liaison point with the other business stakeholders across the business communicating update and changes to the pipeline (particularly Finance, Delivery and CTO)
- Manage the induction and on-boarding of new joiners in CCO including liaison with HR and Line Managers, scheduling training and site visits, ensuring supply of equipment
- Support the Head of Sales Operations in the management of the Sales Operations cost centre, including overhead budget forecasting, monthly analysis of actuals, tracking costs and liaising with Finance
- Act as Project Manager for discrete internal projects including definition of business goal and objectives, creation of business cases, activity planning and management, progress reporting and project closure
- Enable the adoption of tools, techniques and methods across CCO through production of ‘How 2’ guides, publication of material on SharePoint, arranging briefing sessions and issuing internal communications
- Coordinate the Customer Satisfaction programme across Delivery, Marketing and Account Management stakeholders to ensure surveys are issued and reported
- Support management and tracking of sales targets and commissions. Work alongside the analytics team to ensure consistency and awareness of the metrics. Create and maintain briefing material

5. Qualifications and Experience

The successful candidate will:

- Have 2+ years' experience in a Sales Operations team
- Have Microsoft Dynamics CRM experience as a user and administrator
- Have experience conducting analysis of sales data and producing C-level reports
- Be flexible, adaptable and able to work effectively as part of a small team
- Have strong interpersonal skills with the ability to interact effectively and communicate appropriately with stakeholders across all grades and functions
- Want to understand the wider business context and engage in solving challenges with a genuine passion for helping to drive improvements in processes
- Demonstrate high attention to detail and deliver to a consistently high standard
- Possess an analytical mind-set with a 'completer-finisher' mentality
- Have excellent knowledge of and experience of using MS Excel, with the ability to work with formulas, macros and pivot-tables
- Be able to produce internal communications, How 2 guides and reports in MS PowerPoint to an exceptional standard
- Be an excellent communicator, able to influence, inspire and motivate others
- Have a high degree of numerical skill and understanding

In addition, it would be beneficial if the candidate has:

- Understanding of basic financial principles (particularly forecasting and P&Ls)

De La Rue employees commit to always act and behave in a way compliant with all De La Rue company guidelines and policies, especially those relating to values and behaviours, environmental health and safety, ethics and codes of conduct, to live our values and strengthen the culture of our business and to demonstrate our understanding of our Code of Business Principles.

Our organisation values are to act with integrity, be open to change, take responsibility, excel in what we do and to work together.

Signed: Job Holder: Date:

Signed: Manager: Date:

Signed: HR Manager: Date: