

Sales Operation Manager – FinTech IT Software Company

About Us!

EValue is a young, fast paced, growing FinTech company and the leading UK provider of financial planning and advice technology.

Working with over 80% of large financial institutions in the UK, EValue's white labelled solutions were used by approximately 200,000 consumers and financial advisers in 2019.

We have 80 talented integrated specialists, working across offices in Newbury and London.

The benefits of joining our exciting team

As well as offering fantastic opportunities for career progression once established in your role, you will be joining a friendly and relaxed working environment where you will be continuously supported and encouraged to reach your full potential. We have an open culture where you are encouraged to find and fix problems and not to pass them on to some other team. We're a great environment for makers and builders.

Sound like you?

We have fantastic benefits, including

- 25 days annual leave, bank holidays, one extra 'company day' for Christmas plus the option to buy a further five days annual leave
- Generous company pension scheme – up to 10% employer contribution
- Discretionary Bonus
- Private medical
- Long term disability and Life Insurance
- Study support policy
- Free parking
- A huge range of free hot and cold drinks
- Excellent fully funded company events
- Monthly car valeting
- Company football team and Table Tennis team
- Quarterly Poker nights with pizza!
- The opportunity to support local charities through fundraising events organised throughout the year

The Job

The purpose of this role is to support the sales and business functions in maximizing their efficiency and achieving their targets/KPI's through improving ways of working, processes and systems.

With responsibility for the Sales Administrator, you will need a solid knowledge of sales methodologies, sales behaviour, sales processes, as well as data modelling and analytics. You will be required to report on data to the Sales Director and to other business leaders as required.

You must have strong analytical skills, be detail oriented and possess excellent collaboration skills to form relationships across the organization. You will become a trusted advisor and "go-to" person for the business leaders and teams they support. You must be exceptionally organized and work extremely well managing competing deadlines.

You must be confident with technology, strong operationally, collaborative in nature, and skilled at project management. Although this role is very structured you will also need to be able to be creative, thinking outside-of-the-box

What you'll be doing

- Helping develop the sales capability of the business;
- Working with the sales team and individuals in achieving their objectives and KPI's; Working with the Sales and Trading Functions in developing their sales processes and systems
- Working with the Sales team in identifying new ways of working;
- Supporting the Sales team and implementation of best practice; Mapping and creating an action plan to reduce risk from a sales and operational perspective;
- Review progress of sales performance and strategies with the Sales Director;
- Forecasting / targets definition: understand the potential of each customer and drive resource availability to maximise revenues;
- Analyse existing gaps and define improvement actions. Identify opportunities to improve performance.

Required Knowledge and Experience

- 5 years plus business experience in operations or financial operations
- Effectively work on multiple activities at the one time, setting priority levels and service delivery

- Detail oriented with ability to multi-task with limited to normal supervision
- Strong communication skills both written and presentations
- Strong analytical skills in interpreting data to recommending actions
- Discretion with sensitive information – treating all as potentially confidential and/or proprietary
- Experience working in sales and customer support functions (e.g. Sales, Sales Operations, Business Operations) with proven experience in defining Go to Market Sales models, account allocation, sales forecasting, sales target setting and sales commission design and implementation, experience of implementing new processes, tools and systems a distinct advantage;
- Proficient in MS Excel, Word, PowerPoint, Outlook, CRM's etc.

Relevant competencies

Business and commercial Awareness – *Has the ability to contribute ideas to the business. Understands the business and acts on market information.*

Thinking and Problem Solving – *Has the ability to generate a range of options/recommendations and potential solutions.*

Strategic Influencing – *Has the ability to understand and choose appropriate strategies to influence.*

Performance Focus and Drive – *Creates their own measures of performance.*