Sales Floor Manager

**Division:**        Moorepay Ltd - SMB Division of Zellis UK Limited

**Location:**          Lowry Mill, Swinton, UK & Home

**Reports To:**     Senior Sales Manager Business Development

**The Role**

Moorepay is a division of Zellis Limited, who service small to medium customers in Payroll and HR Services customers across the UK and Republic of Ireland.  Moorepay have been supporting businesses with their people processes since 1966, offering Payroll, HR, and Compliance solutions.  These solutions are designed to help our clients manage people and their needs - from recruitment and paying them, to complying with the latest legislation.

Producing thousands of payslips every year and offering round-the-clock professional advice, thousands of organisations rely on our experience and expertise to make sure their Payroll, HR and Compliance needs are met on time, every time.

Moorepay is a trusted partner to many over 10,000 small to medium enterprise customers throughout the UK.

The key role of the Sales Floor manager will be to mentor a team of high performing Business Development Consultants in achieving success in outbound campaigns.

**Main Responsibilities:**

* Ensure that team targets are achieved.
* Developing SMART KPI’s to drive performance in the team
* Working with the team to identify new opportunities and targeted dial out campaigns.
* Responsible for the outbound team results
* Developing Account based campaign strategies
* Develop strategies with the Senior Sales Manager to ensure consistent and on target performance of your team.
* Side by side, remote and live listen to calls to strengthen training and performance.
* Liaising with the Senior Sales Manager on coaching goals and reporting on the impact on the team results.
* Design and implementation of individual coaching plans that deliver results and a ‘making it happen culture’.
* Holding regular 1-2-1 meetings with team members and implementing objectives and tactics to ensure targets are achieved.
* Assist the Senior Sales Manager with training events and implement team training sessions to improve and expand on BDCs knowledge and ultimate performance.
* Assisting the Senior Sales Manager with key reporting of performance and analysing business trends.
* Utilise CRM dashboards and monitoring techniques to drive performance and assist the Sales Manager
* Responsibility of team performance and liaising with the Senior Sales Manager to manage good and bad performance using the correct procedures and channels.
* Assist in running the department day to day and in managers absence.

**Person Specification:**

* Knowledge of CRM systems and how to effectively use these to optimise individual performance.
* A passion for driving performance and accountability to teams
* Proven Experience of setting goals and assisting teams to achieve targets
* Experience of working in an outbound sales setting
* High levels of integrity, showing honesty and doing the right thing

**Skills & Experience**

* The successful individual will be tenacious and relentless in their pursuit of new prospects with a demonstrable track record in cold calling.
* Experience of managing a team of an appointment setting team
* Strong knowledge of the sector, and the competitors
* A minimum of 5 years’ experience in an outbound business development role
* A good understanding of qualifying leads through fact finding.
* A strong understanding sales and marketing software including CRM (e.g. HubSpot or Sugar) and MS Office.
* Strong verbal and written communication skills.
* Excellent communication, organisational and interpersonal skills.

**Salary Package**

* Competitive base salary and commission.
* 25 days annual leave, plus your birthday off + bank holidays.
* Private medical insurance.
* Life assurance 4x salary.
* Enhanced pension.
* Range of additional flexible benefits.