



JOB DESCRIPTION

JOB TITLE:	Revenue Operations Manager	ROLE LEVEL:	
DEPARTMENT:	Sales	REPORTS TO:	Chief Revenue Officer
MANAGEMENT RESPONSIBILITY FOR:	None	DATE OF JOB DESCRIPTION:	August 2023

About ITS

We exist to ensure the UK has the best full fibre networks, to provide the best gigabit capable connectivity and broadband to UK businesses through our growing partner community. This enables opportunity, progress, exploration, creativity, innovation and commerce. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future.

ROLE DESCRIPTION:

A newly created role to support the business as we scale at pace. The Revenue Operations Manager will play a key role in and will take responsibility for creating and driving a market leading sales function from an operational perspective and will own the internal management of our commercial sales activities.

The role holder will help define the strategy and operations of our sales teams, this will include leading sales forecasting and planning sessions and ensuring that our sale process is developed and delivered via our CRM platform (Salesforce).

The Sales Operations Manager will help train and onboard new sales team members and make data-driven recommendations to improve the sales performance.

The role will require working collaboratively with all areas of ITS including product, major bid, legal, finance and operations; provide commercial input and decision making to drive the right sales performance outcomes for ITS. They will also help with the creation and management of internal reward and incentive programmes.

KEY RESPONSIBILITIES:

- Owning the ITS sales pay plan, compensation and incentive schemes, including associated T&C's
- Pipeline analysis, identifying trends, forecasting and generating insight to inform our commercial decisions
- Go to market analysis to support our commercial strategy
- Drive accurate sales forecasting process and manage the forecast calls with sales leaders
- Leading on the target setting process with finance and sales
- Issuing of sales targets and reviewing in-year adjustments
- Creating exciting incentive schemes to ITS sales and non-sales teams
- Working with finance colleagues to produce sales performance and commission reports
- Understanding of the external connectivity market to ensure reward schemes are aligned
- Work closely with ITS marketing teams on linking external incentives with campaign activities
- Translate the ITS product strategy in to the reward, compensation and incentive plans
- Ensuring sales pay plan and incentives align with ITS strategy & motivate sales teams
- Launching all schemes to relevant ITS colleagues

JOB DESCRIPTION

About you

- Evidence of previously developing a new Revenue Operations function
- Experience in revenue operations management within the telecommunications (or closely aligned) sector
- Self-starter who is driven to meet objectives and targets
- Creative thinker who needs to balance the needs of ITS and individual colleagues
- Data-driven with excellent commercial awareness – you thrive at applying insights to improve organizational decision making
- Comfortable working in a matrix environment internally with colleagues and externally with new partners/suppliers.
- Ability to create/review/analyse large data sets and distil this into clear and concise management information and reporting
- Enthusiastic and highly motivated with an eye for detail
- Excellent communication skills, both verbal and written, with the ability to influence in a range of situations
- Extensive CRM design and management experience – you are an expert in designing processes and delivering reporting
- Strong analytical skillset – you are comfortable using CRM data, Power BI, Excel, & data visualization programs to generate key findings for the business
- Comfortable in a high-change environment and thrive on the opportunities this can create
- Able to travel occasionally throughout the UK as required