

Membership Team

JOB DESCRIPTION

Job title: Sales & Membership Team Leader

Location: Based at Safety Management Advisory Services Ltd
Office 44b Estover Close
Forrester's Business Park
Plymouth
PL6 7PL

Working within: Membership Team

Reporting to: Head of Sales & Membership

Salary & Benefits: £27,000 + Commission

Hours: Normal hours will be 37.5 per week, Monday to Friday potential for flexible working times around business needs between 08:00am & 19:00pm

About SMAS

- Safety Management Advisory Services is a specialist Health & Safety assessment company working with many of the leading UK House Builders.
- As a full member of the Safety Schemes in Procurement (SSIP) Forum we offer two nationally recognised Stage 1 H&S schemes – the SMAS Worksafe Scheme. See www.smasltd.com
- SMAS continues to expand and currently have a team of 28+ staff based in offices in Estover, Plymouth

We are looking for a team leader to help and support the Head of Sales & Membership team and provide effective guidance. You will be responsible for supervising and motivating team members daily. As a team leader, you will be the contact point for all team members, so your communication skills should be excellent. You should also be able to act proactively to ensure smooth team operations and effective collaboration. Ultimately, you should lead by setting a good example and engage the team to achieve their goals.

Responsibilities

- Discover training needs and provide regular coaching (70% of the role)
- Supporting the Head of Sales & Membership with managing the day to day activities within the team
- Take daily Morning Directional Meeting
- Regular meetings to report to manager team performance and concerns
- Create an inspiring team environment with an open communication culture
- Set clear daily goals for yourself and the team
- Work to the deadlines set from your manager
- Oversee day-to-day operations and send out daily activity throughout the day
- Update teams 1-2-1 sheets with talk times daily
- Motivate team members
- Help the team manage product pipeline and report weekly
- Listen to team members feedback and resolve any issues or conflicts

Membership Team

- Encourage creativity and risk-taking
- Suggest and organise team building activities
- Do regular performance evaluation for each individual
- Anything additional that the Head of Sales & Membership asks for on request

PERSON SPECIFICATION

Job title: Sales & Membership Team Leader

Requirement	Essential
Experience & Knowledge	<ul style="list-style-type: none"> • Previous experience of working within an coaching environment. • Demonstrable experience of providing clear, consistent relevant sales support. • Experience of operating and maintaining a range of manual and computerised information systems including using spread sheets, databases and word processing packages; (including Outlook, Word and Excel) • Experience of working on your own initiative and the ability to motivate a team of salespeople. • Up to date knowledge and experience of word processing and spread sheet packages. • Proven work experience as a team leader or supervisor is a plus
Skills/Abilities	<ul style="list-style-type: none"> • Flexible outlook • Confident team leader within a small business environment • IT literate including databases • Time management • Ability to interpret information • Planning & prioritising • Good attention to detail
Qualifications	<ul style="list-style-type: none"> • A-C grade in English and Mathematics or equivalent experience in a similar role or environment.
Physical Requirements	<ul style="list-style-type: none"> • Dynamic and innovative • Hard worker, motivated, pro-active and enthusiastic • Self-confident and resourceful • Excellent social and interpersonal skills • Positive outlook • Good sense of humour • Copes well under pressure • Calm and methodical approach • Keen to learn, receive training and share knowledge

Membership Team

Essential qualities

- High standard of numeracy and literacy
- The ability to motivate a sales team to hit target
- Strong attention to detail
- Excellent communication and organisation skills
- Courteous, friendly and professional
- Ability to multi-task
- Able to problem solve
- Positive, pro-active and enthusiastic attitude
- IT literate
- Self-confident and resourceful
- Good sense of humour
- Calm and methodical approach
- Keen to learn, receive training and share knowledge

General

Ideally you will have industry knowledge but not essential as full training will be provided. Previous coaching and development skills would also be preferred as most of this role will be side by side coaching and development of our sales team. Candidates will be required to prioritise work to meet deadlines with minimal hands on direction or supervision.