

### Head of Sales Operations

An exciting opportunity to join an ambitious and fast-growing health and safety software company to drive our growth strategy forward. The role is primarily office-based in our luxury offices, based in Milton Keynes. The COVID 19 pandemic has heightened the need for efficient health and safety management in all businesses, and this has increased demand for our SaaS solution and will fuel our growth for the future.

As Head of Sales Operations, a significant part of the role will be to help shape our Sales Operations strategy and further develop our sales approach to ensure we continue to deliver exceptional customer service, grow new business sales and increase product-holding within our client base.

A hands-on role, you will lead from the front, closing your own sales as well as motivating, developing and expanding the current sales team. As Head of Sales Operations, you must be capable of obtaining an in-depth understanding of your prospects' business operations along with an understanding of their key drivers for change and be able to articulate how our solutions align with these. Demonstrating capability to drive a business conversation first, instead of a technical conversation, is essential, as is building relationships at all levels of a prospect's organisation.

A key part of this role will be the ability for you to carry out live demonstrations of our software solutions and so being able to ascertain the specific client needs and identify how our product features translate into benefits will be key in planning demonstration requirements.

We are looking for an individual who is passionate about delivering and exceeding customer expectations in a SaaS company. The type of person we are looking for will have previous experience in a SaaS Sales Management role with a demonstrable track record in achieving and exceeding Sales targets and related KPI's. It is likely you have experience in managing a sales team although the role may also suit you as a first step into sales team management where you can demonstrate inspirational coaching and mentoring skills and a desire to help others reach their potential.

### Key Responsibilities & Critical Success Measures

- Deliver an efficient sales process across the business, by ensuring close alignment between the commercial and technical teams working quickly to identify and constructively overcome challenges.
- Be active in driving change and evolution to support the improvement of the customer experience.
- Achieve the KPI's and sales targets associated with new business and current accounts.
- Nurture a culture of high performance throughout our sales teams, by providing appropriate training, development, support and coaching for colleagues.
- Manage all pre-sales activities for allocated leads, including carrying out online sales meetings and demonstrations.
- Planning and preparing all sales-related documentation, including proposals, presentations and contracts/order forms.
- Maintain all records related to your activity within the bespoke Riskex CRM system, following all processes consistently, accurately and to a high standard.
- Maintain an updated and accurate sales pipeline for the team and report on this weekly.

## Job Description

- Build and maintain product knowledge: understand the business and technical problems that our solutions address. Stay current on the Riskex product roadmap, understanding the features and functionality of all product modules and packages, and how these are applied to address client needs.
- Attend customer meetings and carry out online demonstrations.
- Build awareness of; and maintain up-to-date insights regarding health and safety market trends and the competitor landscape.

## Candidate Profile

- Proven track record in meeting sales targets.
- 5 years plus in a SaaS sales role including management of people (or demonstrable people development competencies).
- Analytical & organised in approach; able to prioritise work and work under pressure.
- Teamwork and Collaboration – High sense of ownership and urgency to get the job done.
- Demonstrable knowledge of sales and lead management methodologies with a strong understanding of sales cycles.
- Strong IT skills.
- Excellent working knowledge of Microsoft Office applications, Advanced use of PowerPoint.
- Confidence to challenge views and negotiate with peers/stakeholders with excellent communication skills (written and verbal).
- Passionate about delivering the best customer experience possible and contributing to a strong, customer-centric company culture.
- Takes ownership of issues to get resolutions that benefit the business/customer.

## About Riskex

Ground-breaking innovators of cloud-based software since 2004, Riskex delivers the market-leading Health, Safety and Covid-19 management software brands – AssessNET and Safe2Day. Based in luxury offices in Milton Keynes, our technology is trusted by household names, such as Ikea, Ocado and University of Cambridge, along with many other blue-chip organisations who rely on our technology to keep their employees safe and to protect their businesses from risk.

We are an established business with a strong financial base but have the agile mindset of a start-up. Having proven our technology in a highly competitive landscape, we now want to scale our business to move to the next level.