



# Head of Sales Services

 Exeter, EX1 1QR

Permanent Contract  
£40,000 - £60,000 per annum  
(DOE)



## Life at Air...

**Every day brings something new at Air Marketing and we are always ready to respond with our A-game. We are a team of ambitious individuals with a genuine desire to inspire and drive one another.**

Enjoying our work is especially important at Air - a fast paced, caring and collaborative environment helps us to mould the best possible working culture for each and every one of us. Whether it be prime time delivery or campaign training with our clients, we are in it together to challenge, support and ultimately, to achieve.

With hybrid working on offer (we all love being in our awesome office but we understand times have changed), additional holiday allowance, monthly social events and some other great benefits at our fingertips, Air is a fantastic place to work.

## The Role

As the Head of Sales Services, you will play a pivotal role in the success of the business. The sales team deliver our largest and most valuable suite of services to our clients. You will be responsible for the daily operational running of the team and the performance within it.

You will be responsible for a team of 40 + staff members (growing constantly), including Business Development Execs, Senior Business Development Execs and Team Leaders, providing them with support, guidance and direction.

You will engage and lead a team of 'Team Leaders', helping them to develop their leadership skills as well as motivate and inspire their team.

You will need to be an exceptional leader of people, comfortable under pressure, in a fast-paced environment. You will set clear goals, be consistent and caring, whilst able to deal with conflict and drive performance effectively. You will be proven in, and primarily driven by, the personal and professional development of people. You will be able to motivate people and drive sales performance at an elite level.

You will uphold company values and be responsible for assisting with and achieving company goals and targets. You will motivate your team, assess and drive performance and assist the Senior Leadership team with management, training, hiring and team performance updates.

You will also be responsible for building a strong relationship with our Account Managers, ensuring a seamless experience for our clients, adding to the strategic direction and success of their campaigns and working relationship with Air.

You will be valued, challenged and rewarded in this fast-paced environment.

## Responsibilities

- Drive sales productivity and performance effectively across the delivery floor
- Motivate a team of 40 + people to deliver the best sales results possible
- Motivate your team to stay engaged and navigate the highs and lows of a turbulent sales environment
- Drive positive culture and engagement from within the team
- Clearly communicate targets and motivate the team to ensure they are achieved
- Run team-wide incentives and rewards programmes
- Manage, coach and guide a team of 'Team Leaders' to effectively supervise their teams
- Manage your team effectively through your Team Leaders
- Analyse data and trends to include detailed reporting about team performance, campaign-related objectives and targets
- Provide Team Leaders with support for delivery floor day to day issues, development needs, performance management and to act as a point of escalation for issues
- Conduct monthly 121s with Team Leaders
- Develop strategies to promote team member adherence to company regulations, values and performance goals
- Build a robust relationship with the Account Managers to ensure continuity across the office
- Assist with recruitment and training

## Requirements

- Sales Management experience essential – Ideally, at least 5 years (ideally in a phone-based environment)
- A proven track record of delivering results in an inside sales team
- A master of the cold call
- Strong leadership and management skills ideally with experience in managing people through managers
- Elite coaching and mentoring skills
- Exceptional interpersonal and motivational skills – including mentoring and coaching
- Excellent communication, negotiation and conflict resolution skills
- Strong commercial awareness and understanding of working in a growing SME
- Ability to analyse and take action from data reports
- Experience of working with and managing senior stakeholders
- Strong Relationship Building skills
- Competency using Computers and Microsoft products (Outlook, Word, Excel etc.)

## Benefits

- Competitive salary plus commission
- Continuous development support
- Social office environment with regular paid company social events
- 23 days holiday a year + bank holidays (+ length of service increase)
- Team and individual incentives
- Work from home days
- Sick pay
- Weekly Company catch up
- Healthy working environment with refreshments provided
- Monthly company lunch
- Wellness program

Sound interesting? Great!  
Send your CV and cover letter to:  
[careers@air-marketing.co.uk](mailto:careers@air-marketing.co.uk)