

## Telesales Manager

Department: Sales  
Location: 50 Featherstone Street, EC1Y 8RT, Central London  
Reports To: UK CEO office  
Hours: Full Time (37.5hrs)

### Overall Objective

- To develop new business from both existing and particularly new clients, within the sectors specified
- To be responsible for the performance and development of the Telesales Executives.
- To support the Head of Departments in the development of the sales processes

### Key Responsibilities

- To plan and prioritise both personal and team sales activity and client/prospect contact towards achieving agreed business aims, including costs and sales - especially managing personal time, team time and productivity.
- To manage a team of Telesales Executives ensuring they are both skilled and motivated to deliver to the required levels of performance
- To lead by example, that is to meet and exceed the personal sales targets set and to demonstrate to the team how to sell
- To monitor calls and logs to ensure compliance to process and procedures and ensure that the correct quantity and quality of calls are made on a daily basis.
- To carry out formal performance reviews on a monthly basis
- To identify training needs and deliver appropriate actions through on-job coaching
- To conduct briefings and off-job training as required
- To conduct appraisals in line with company process
- To adhere to absence management in line with company procedures
- To manage the recruitment of new staff in conjunction with HR
- To prepare and circulate reports on key performance indicators and performance
- To analyse data and identify improvement areas in process and procedures
- To plan resource to ensure achievement of required service levels across team and department
- To monitor and report on market and competitor activities and provide relevant reports and information
- To communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business and sustainable relationships
- To attend and present at external client meetings and internal meetings as necessary to perform duties and aid business development.
- To ensure client satisfaction and to represent YouGov plc in a professional and ethical manner at all times. To ensure queries not relevant to the department are passed on to the relevant contact or department promptly
- To protect YouGov plc in all client relationships and act with integrity at all times
- To operate with a strong commercial awareness in order to minimise exposure and ensure quality business is being generated and retained
- To ensure all reporting and management requests are accurate and delivered on time

### Experience Required

This role requires a strong people and telesales manager with outstanding customer service skills, confident when managing a team as well able to motivate and develop a team to the highest standard. The successful candidate will have proven experience of managing a team within a strong sales background. The ideal person will had experience of:

- High decision makers
- High order values
- Closing Sales for Telesales Executives
- Excellent track record of hitting personal and team targets
- Experience of interviewing ,mentoring and managing a telesales team

### Skills Required

- Strong business and commercial acumen
- Excellent interpersonal skills
- Strong initiative, negotiation and influencing skills
- Problem solving, analytical and numerical skills
- Proactive account management and sales focus
- Ability to self-organise and self-manage to achieve business development targets
- Good client focus and handling skills
- Good written, oral and electronic communication skills

### Personal Attributes

- Self-discipline
- Self motivation
- Positive attitude
- Excellent organisational skills
- Professional attitude

### Education and Qualifications

- Educated up to at least degree level from a good university
- Fluent written and spoken English

## The YouGov Values

We are proud of our values – they shape the behaviours that YouGov feel are important to unite people through a collective belief. We look for people that can demonstrate commitment to these values, and who will join us and engage with us to achieve our mission to find out what people are thinking all over the world, all of the time.

### We are **FEARLESS**

- We are ambitious pioneers in our industry
- We look for better ways of doing things
- We like change and we are constantly in motion

### We love **TECHNOLOGY**

- We are digital natives
- We embrace new technologies and methodologies
- We are ahead of the game and smart with software, tools and expertise

### We are **ACCURATE**

- Accuracy is at the heart of what we do
- We are first, we are precise, we are confident

### We are a **TEAM**

- We are dedicated to our people and work across borders, as one team
- We engage with our panel
- We are committed to and focussed on our clients

### We are **ENTREPRENEURIAL**

- We are committed to making profit and having fun
- No idea is too small or challenge too big
- We contest the norm and seek out fresh thinking

*This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.*

*All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.*