

<b>Job Title:</b>	<b>Sales Management Personal Assistant</b>
<b>Reports to:</b>	<b>Sales Leadership Team</b>
<b>Main Purpose of Job:</b>	
Provide direct support to the Sales Leadership Team, prioritising and managing multiple projects and tasks simultaneously to help manage the day-to-day requirements of the Sales Team and drive forward critical team tasks.	
<b>Main Responsibilities:</b>	
<ol style="list-style-type: none"> <li>1. Handle all administration for the Sales Leadership Team such as diary management, team statistics, PowerPoint presentations, travel arrangements, ensuring everything is well organised and completed in a timely manner.</li> <li>2. Assist the Sales Leadership Team in meetings, taking minutes, identifying key action points, and subsequently completing or delegating these to help drive the team forward.</li> <li>3. Assist in communication between departments and brands to ensure timely responses to customer queries.</li> <li>4. Coordinate the distribution, organisation, and deadlines of call campaigns.</li> <li>5. Handle communication with couriers to chase missing or delayed orders.</li> <li>6. Assist the Sales Leadership Team with any other customer focused administration including deal applications and SKU reports.</li> <li>7. Liaise with customers on behalf of the Sales leadership Team both on the telephone and via email.</li> <li>8. Handle data manipulation and the distribution of data to the Sales Team business pods.</li> <li>9. Working closely with the Leadership team and Sales Team to research, analyse and prepare reports and presentations to provide key team data.</li> <li>10. Develop and implement all necessary administrative procedures, filing and maintaining office records effectively, to ensure the smooth running of operations.</li> <li>11. Administer general correspondence, including drafting responses as appropriate to ensure queries and issues are dealt with promptly.</li> <li>12. Liaise with staff, answering queries and dealing with issues that arise to resolve problems before they escalate.</li> <li>13. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.</li> </ol>	
<b>Knowledge, skills and experience required:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"> <li>• Ability to respect and maintain confidentiality at all times</li> <li>• Ability to multitask in a demanding and varied role</li> <li>• Excellent written and verbal communication skills</li> <li>• Strong knowledge of MS Office, including Word, Excel, PowerPoint, and Outlook</li> <li>• Ability to analyse and report on complex information</li> <li>• Evidence of previous experience as a PA or Administrator</li> <li>• Excellent telephone manner.</li> </ul>	

**Competencies:**Peer Relationships

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is co-operative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

Political Awareness

Can manoeuvre through complex political situations effectively and quietly; is sensitive to how people and organisations function; anticipates where the issues are and plans his/her approach accordingly; views politics as a necessary part of organisational life and works to adjust to that reality.

Interpersonal Skills

Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

Approachability

Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Time Management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Organising

Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Perseverance

Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

**Key Contacts:**

**Internal:** Sales Leadership Team, Business Development and Internal Sales Teams

**External:** Suppliers, Customers

Prepared by: Sales Leadership Team

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