

JOB DESCRIPTION

Job Title	Commercial Support Coordinator
Reports To	Senior Commercial Support Manager
Responsible For	N/A

Purpose

You will provide essential support to the Global Sales and Customer Success teams, co-ordinating support from product management, operations, marketing and finance to develop proposals, convert sales and report on sales performance.

Responsibilities

Supporting Sales & Customer Success

- Support team of (6-8) international Sales Reps developing excellent internal relationships and meeting multiple requests in a timely fashion.
- Provide support with coordination of resources across the company to support sales activity, including support from product, operations, engineering and commercial teams.
- Identifying and supporting internal resolution of obstacles to sales completion.
- Preparation of financial quotations and estimates, managing workflow and approvals, including liaison with commercial teams to ensure proposal terms are approved and aligned with third party application providers.

Bid Management

- Support with bid management of RFP responses and proposals, including creation of responses – leveraging standard materials and tailoring bespoke documents where required. Coordinate input required from other functions in the business.

Sales Documentation Management

- Maintain a document library to support sales activities and customer success, including definition, maintenance and development of templates for RFPs, proposals, contracts and other sales documentation.
- Coordinate completion of all required documentation in support of sales opportunities - NDAs, security assessments, quotes, proposals, statements of work, contracts and amendments.

Maintaining CRM

- Maintain data within CRM, working with all Teams to ensure accurate reporting of activities and supporting budgeting and forecasting activity.

Cross-functional Working

- Co-ordinate activities across all teams to support revenue growth.
- Provide ad hoc support relating to business-wide projects including OKR/KPI measurement and ensuring accurate reporting to Management Team/Board.
- Comply with information security requirements as detailed in the Information Security Manual.

Competencies	
Specialist job related knowledge and/or qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Direct experience in a Sales Support role, working actively with multiple Sales Reps in a technical environment to successfully convert sales opportunities. • Experience of monitoring a sales pipeline and ensuring accurate reporting of sales performance. • Experience of successfully liaising with internal and external stakeholders across different business functions. <p>Desirable</p> <ul style="list-style-type: none"> • Experience with CRM software, in particular HubSpot. • Bid/proposal management skills, including understanding customer requirements, allocating responses, completing templated responses, proposal pricing and managing multiple activities to meet tight customer deadlines. • Broad experience of KPI/OKR measurement and Management Team/Board reporting. • Direct experience creating and working with sales documentation and templates, including use of document management systems.
Job related skills / behaviour	<ul style="list-style-type: none"> • Self-motivation and have a pro-active and flexible approach. • Enjoy working cross-functionally – engaging stakeholders from across the business internally and externally, demonstrating strong commercial acumen and an ability to innovate.