



Job description

VP, Global Inside Sales

November 2020

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

The VP, Global Inside Sales will lead our Commercial Inside Sales organization. Our Inside Sales team is comprised of both Sales Development, Conversion and Renewal team members.

Reporting line

The role reports to the Chief Recruitment Officer.

Job purpose

As a member of the global sales leadership team, this role serves as the overall global strategy and process leader for the Inside Sales team. You will lead, empower and cultivate teams and various cross-functional teams to develop and qualify opportunities resulting in high-velocity transactions, pipeline generation, and Field Sales supporting motions that win revenue for INTO.

The VP, Global Inside Sales will also be responsible for growing the sales team and optimizing the sales processes and compensation plans to enable us to achieve our business goals and who will also be a key contributor to overall company strategy.

Key accountabilities and duties

Role and responsibilities

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- Develop and lead execution for the global Inside Sales strategy and program. Team responsibility includes Inside sales coverage for high touch, agent partners and students, and service renewal sales.
- Continuously define and refine the key sales processes that can be consistently operationalized globally and create a clear execution plan that allows the company to exceed business targets and scale.
- You will collaborate with field sales leaders and Marketing team to develop a comprehensive sales coverage approach that provides the highest levels of support to our high touch student and channel partners. Participates in territory planning, account segmentation and allocation to maximize sales resources.
- Responsible for the development of an effective process for the recruitment, selection and on-boarding of new Inside Sales team members.
- Drives compliance with key sales tools such as Salesforce.com to document the sales process, drive accountability and data integrity.
- Accountable for team performance towards key performance indicators and quotas.
- Collaborates with the Training and Central Ops team to develop a plan to continuously refresh the global Inside Sales team's technical and sales skills.
- Participates in the annual business planning process to establish effective and fair quotas.
- Responsible for the overall performance management program for Inside Sales.
- Collaborates with cross functions including Human Resources, Legal, Finance, Growth strategy and Operations to insure effective coordination, highest levels of teamwork and results.
- Provides leadership for the day-to-day operations of Inside Sales while maintaining focus on the company's longer-term strategic goals.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Asia. Travel may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.



Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> Right to work in location of role. 	
Education/ qualifications	<ul style="list-style-type: none"> A minimum of a bachelor's degree in business, marketing, finance or related field. 	<ul style="list-style-type: none"> Masters/MBA is strongly preferred. Lean Six Sigma certification helpful.
Experience/skills	<ul style="list-style-type: none"> Strong experience in high technology leading high performing Inside Sales teams with good experience of managing a global inside sales team. Exceptional strategic and analytic skills that enable informed, data driven business decisions and judgement. Strong process orientation with a proven track record of process reengineering and process improvement. Innovative mindset that demonstrates a high level of imagination and creativity to solve complex organization and process issues. Excellent communication skills, both written and verbal. High degree of accountability and proven record of building a high performing Inside sales engine, driving results and exceeding financial targets. Tools: Proficiency in Microsoft Office suite (Excel, Word and PowerPoint), Salesforce.com. 	