



# Job description

## Manager, 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

Our Inside Sales team is comprised of both Sales Development and Conversion.

### Reporting line

The role reports to the VP, Global Inside Sales.

### Job purpose

The Manager, Inside Sales will lead our team of Inside Sales Specialists.

### Key accountabilities and duties

#### Role and responsibilities

- Manages, leads, mentors, and trains a team of business development representatives, providing real-time, detailed guidance and feedback.
- Takes a disciplined approach to process and operations, through high levels of direct observation, inspection, and analytics to meet key metrics and performance indicators.
- Works with the VP, Inside Sales to identify opportunities for better process and/or structure to drive improved efficiency and work cross-functionally to implement.
- Strategically partners with Digital Marketing team to develop strong pipelines consistent with overall INTO sales processes and specific prospect strategies.

IUP 2 LLP  
ONE GLOUCESTER PLACE  
BRIGHTON, EAST SUSSEX  
BN1 4AA, UK

T +44 [0]1273 665200  
F +44 [0]1273 679422  
E [corporate@intoglobal.com](mailto:corporate@intoglobal.com)  
W [intoglobal.com](http://intoglobal.com)



- Maintains full fluency in INTO suite of products and services and how they are sold to deliver value in the marketplace.
- Closely partners with the product and technology departments to maximize team's effectiveness.

**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 abroad 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
<b>Legal status</b>	<ul style="list-style-type: none"> <li>• Right to work in country role is based.</li> </ul>	
<b>Education/ qualifications</b>		
<b>Experience/skills</b>	<ul style="list-style-type: none"> <li>• Proven first-line managerial experience.</li> <li>• In-depth understanding of the sales and business development landscape (latest techniques, tools, and measurements).</li> <li>• Sales fluency — understanding of what drives new business sales organizations and how sales organizations are measured.</li> <li>• Proven experience in managing and coaching metrics and KPIs.</li> <li>• Strong business acumen.</li> <li>• The ability to effectively manage a team across markets.</li> <li>• Strong, high-level relationship skills and the ability to thrive in a team environment, interact with peers, and understand executive vision and internal ecosystem.</li> <li>• Exceptional attention to detail.</li> <li>• Strong discipline to process and operations.</li> <li>• Experience in providing guidance and feedback to build high-performance culture.</li> <li>• The ability to absorb and grasp new concepts quickly (such as rapid advancements in the business technology industry).</li> </ul>	