



**BANNER BOX**  
PRINT SOLUTIONS

**SPECIALISED**  
**CANVAS**



## Specialised Canvas Services Office & Sales Manager - Job Description

The role of Office & Sales Manager is a key position within the Specialised Canvas based at our head office in Chesterfield, Derbyshire.

The division is responsible for Selling, Designing & Manufacturing a broad range of performance and specialist textile products. The role requires effective management and coordination of our Key Sales functions and close liaison with design and production teams to create a seamless client experience and workflow. You will have periods of client facing time, including remote and in-person meetings. You will be responsible for designing, implementing, and measuring sales objectives and for planning and regulating the work of the sales executives, working closely with Business Development, Marketing and Design colleagues, your role provides the glue that joins individual specialists together and creates the end-to-end flow required to take enquiries through to fulfilment.

You will be hands-on with directly contributing to the sales activities, advising, specifying and quoting clients having listened and understood their requirements then provided a response that meets their needs, a key skill is the ability to measure and develop solutions that can be fully developed by our design team. Training can be provided.

You will be responsible for several measures of performance (KPI's) and reporting to the team and company Directors.

The role includes direct line management of the Sales Administration team, currently 3 people and close coordination with the managers of design & production.

### Primary Objective:

**Client Account Management** – Nurturing, maintaining and expanding relationships with Key Clients, as well as supporting Business Development

**Customer Service** – Providing high-quality service in relation to client orders, responsibility for Quoting and estimating, up to agreed limits.

**Team Management** – To be the first point of reference for Sales Executives within the division. To teach and act as a source of knowledge advice and support. To ensure that the Team are focused on their objectives and undertake the tasks required of them. Working with the Business Development Manager, & Division Director.

**Sales & Administration**– You will be actively selling, office based and at client premises & doing onsite measurements (after training), Other tasks will include administration of sales and purchase orders. Coordinating with colleagues to ensure goods and services are delivered in accordance with the divisions aims and objectives.

Being the go-to person for Sales and Administration issues, and a point of escalation for customer issues.

### Major Areas of Responsibility:

- Responsibility for the Chesterfield Sales Team.
- Motivate and train salespeople.
- Encourage staff to proactively widen the range of products sold from the SCS portfolio.
- Plan and prioritise personal sales activities and customer/prospect contacts towards achieving agreed business aims, including costs and sales, especially managing personal time and productivity.
- Plan and implement business objectives to agreed market development strategy.

- Maintain and develop existing and new customers,
- Respond to and follow up sales enquiries using appropriate methods.
- Monitor and report on market and competitor activities and provide relevant reports and information.
- Be responsible for recruitment within the SCS sales team.
- Record, analyse, report and administer per systems and requirements.
- Attend and present at meetings.
- Attend and deliver training to develop relevant knowledge, techniques and skills in parallel with existing training resources and sources of information.
- Dispute resolution to resolve customer, supplier or internal issues.

## Experience

### Essential

- Experience of Management in a leadership role.
- Experience of engaging with customers, prospects, and potential clients to promote, sell and advise on the supply of goods and services.
- Knowledge of selling techniques and experience of working towards sales objectives.
- Demonstrate aptitude and drive for sales.
- Qualification or equivalent experience in a management field.

### Desirable

- At least 3+ years Sales Management experience
- Experience in a related sector or service industry.
- Some knowledge of Textile industry or manufacturing.

## Skills

### Essential

- Strong written and verbal communication skills.
- Lead generation & research skills.
- Persuasive communication skills with the ability to adapt the message and tone to suit different situations, including written oral and interpersonal.
- Ability to manage relationships with clients, prospects, suppliers, colleagues (subordinate and senior) effectively.
- Excellent personal and time management skills.
- Ability to produce reports and manage KPI's to provide information to the team and senior management on performance.
- Ability to use a CRM system to find, develop, expand and close opportunities.
- Strong administrative skills with the ability to manage the successful completion of daily tasks in relation to the sales functions of the business.
- Strong problem-solving skills.
- Ability to communicate customer designs to the team.
- A passion to drive the business forward.
- Good working knowledge of MS Office.
- Driving Licence.
- Can Do attitude.
- Willingness to learn.
- Willingness to help and teach others.

### Desirable

- Experience of organising marketing or promotional activities.
- Experience / ability to measure for design

## Disposition

### Essential

- Ability to manage and juggle competing priorities and deliver results to deadline.
- Ability to develop strong internal and external working relationships.
- Flexibility.
- To demonstrate leadership through action and being prepared to undertake any task that you would expect others to do.
- Have an agile mind capable of identifying and developing opportunities or nurturing others to do so.
- Be self-motivated and able to be adaptable.
- Ability to establish credibility and be decisive.

## Working arrangements

### Essential

- Ability to work during core business hours on weekdays from our Chesterfield office.
- Occasional weekend work to attend shows.
- Able to travel to meet clients, suppliers and prospects on a frequent basis, attend meetings and events required for the purposes of the role.

## Salary

**£35'000 per annum**

## Benefits

- Up to 24 holiday Days (20 flexible + 3 / 4 Christmas Shutdown) + 8 bank holidays
  - Buying and selling of holiday scheme
  - Flexible working schemes.
  - Profit Sharing.
  - Team Building events & Socials.
  - Employer contributory Pension Scheme.
  - Career Progression opportunities.
  - Paid accommodation, meals and travel expenses for work events.
  - Bike to work scheme.
- Competitive Salary and opportunity for performance related bonus

## Application

To apply for this role, please send a CV and covering letter to [catherine.smith@specialisedcanvas.co.uk](mailto:catherine.smith@specialisedcanvas.co.uk)

**ADELPHI WAY, IRELAND INDUSTRIAL ESTATE, STAVELEY, CHESTERFIELD, S43 3LS  
COMPANY REG: 2895710  
VAT NUMBER: 172778178**

**TEL: 01246 472949  
ACCOUNTS TEL: 01246 284020  
ACCOUNTS EMAIL: ACCOUNTS@SPECIALISED CANVAS.CO.UK**