

JOB DESCRIPTION

JOB TITLE:	Senior Manager - Revenue Operations - North America
DEPARTMENT:	Revenue Operations
LOCATION:	London
REPORTS TO:	CEO, UK & EMEA + VP Revenue Operations
RESPONSIBLE FOR:	No direct reports

Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive and the impersonal - will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates that will reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has offices in London, New York City, Los Angeles, and Hong Kong. We have customers across 28 countries.

WHAT WE DO

We have built the only private cloud network to service the flexible workspace and commercial real estate industry which underpins our SaaS platforms. We simplify the day-to-day management of office buildings and the provisioning of secure wifi, internet and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient, customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers. We are an ISO 9001, ISO 27001 and SOC2 compliant company.

ABOUT THE ROLE

The Sr Manager - Revenue Operations role is an exciting opportunity to help scale one of the largest markets at essensys. Working closely with the commercial teams in UK & EMEA as well as the Central Revenue Operations team, this individual's responsibilities will revolve around evangelising and leveraging the centrally deployed frameworks, tweak them to the region as necessary to increase the commercial efficiency of the business and make our growth ambitions a reality.

There are four main pillars that make up this role's remit:

- User enablement and admin - ensuring the teams are onboarded correctly, following the central curriculum and know how to use the systems and tools at their disposal
- Process and systems optimisation - minor, region specific admin and tweaks are to be expected and this individual will make sure to implement any changes in line with company policies & governance, keeping our data model sound

- Reporting and Business Intelligence – ad-hoc analysis, dashboard design and translation of data into actionable insight
- Strategy and Planning – expected strategic involvement with territory and quota planning

The candidate will be working across most commercial departments which includes sales, customer success, marketing, product, finance, support and the leadership teams and therefore superb communication skills are a must!

The successful candidate will utilize strong analysis, problem solving, and multitasking skills to build processes, operational structure, and make strategic recommendations in the areas of sales efficiency, process design, business performance and strategy. This individual needs to share our vision of creating a world-class revenue operations engine that will catapult the commercial teams into highly-efficient, quota-obliterating machines; contributing to a 360 visibility on the customer's journey to ensure we can maximise our client's happiness, proactively address any issues, even before they would feel any pain, and work closely with marketing operations to ensure we have full visibility throughout the customer lifecycle.

The ideal candidate will be first and foremost an individual that fits into essensys' culture, has a strong background in sales or revenue operations, proactively tackles challenges head-on, has a proven track record on collaborative problem solving, and performs well under pressure.

MAIN DUTIES AND RESPONSIBILITIES:

- Work alongside the Sales, Marketing and CS Leadership Team to proactively drive improvements in sales and marketing processes and productivity, efficiency and effectiveness; develop dashboards to track metrics and measure success
- Support all local field reps by being the resident expert in all processes throughout the funnel
- Assist Sales Leadership with strategic decision making and ad-hoc reporting needs following centrally laid out guidelines and best practices
- Support and oversee the sales process and ensure its integrity, including documentation, how-to guides, CRM requirements, training & rollout-support as required for teams
- Document, identify areas of improvement to align tools (CRM, ERP, etc...) with the commercial process – make selling easy and efficient from a systems perspective
- Assist global enablement efforts and ensure adoption & understanding by the commercial teams
- Participate in pipeline drills and help enforce global pipeline and forecast practices
- Work with finance and order management to help move orders to closure and mitigate issues for deals that are stuck in order management

KNOWLEDGE AND EXPERIENCE:

The successful candidate will be a professional with at least 5 year's experience in a similar role, with a proven track record of managing an impactful and world-class revenue/sales operations engine. You will have produced analyses that have materially impacted the commercial performance of a business, have engineered processes that had a tangible positive impact to the sales and commercial teams day to day operation, created and followed through on long term strategic plans and initiatives, led training sessions with 10+ participants and transferred knowledge in a concise and lasting manner, and lastly, implemented and project managed the implementation of at least one system into a tech-stack from inception to completion.

- At least 5 years of Salesforce experience is a must (Sales Cloud)
- Be very literate and comfortable in Microsoft Excel/PowerPoint (pivot tables, VLOOKUPS must be second nature)
- Understand 'what' KPI's contribute to success and be able to develop appropriate reports & dashboards to portray live progression with previous experience in SAAS MRR forecasting (you have to have been responsible to some extent for the forecast accuracy of a region)
- Preparation of data driven presentations with visuals aligned to our essensys brand standard
- Proven track record of delivering initiatives focused on operational efficiency, sales process improvement, automation and scalability

APTITUDE AND PERSONAL QUALITIES

- A 'get things done' attitude, ability to work autonomously with clarity on impact to the business
- Strong organizational, analytical, project management, problem-solving and time management skills
- Desire and ability to learn new systems and being highly computer savvy is a must
- A passion for Real Estate, Proptech and SaaS
- Bold, ambitious and assertive with excellent written and verbal communication skills
- An entrepreneurial spirit, including a strong work ethic and high degree of self-motivation
- Polite, well mannered, friendly and open-minded – we work very hard but care about each other!