## ROLE PROFILE

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| **Role Title** | **Assistant Sales Operations Manager** |
| **Internal Reference** | ODC-0007 |
| **Business Unit / Group Function** | ODC |
| **BU Team / Sub-Function** | Commercial |
| **Location** | China |
| **Team Leader Role** | Sales Capability and Operation Manager |
| **Role Level** | 4B |
| **Team Members** | No |
| **Role Purpose** This role supports the Sales Capability & Operations Manager to deploy the development programs and measure success. This role will also be responsible for managing the solutions for sales force effectiveness, ensuring fit-for-use, as well as analysing data, producing insights and solutions to drive continuous improvement to systems and commercial effectiveness across a range of critical areas, such as customer segmentation, sales resource optimisation and sales process, whilst contributing to talent capability, development, and motivation. |
| **Accountabilities**• Support tie implementation of the action plan which is developed from the RTC market maturity assessment (MMA) and improve overall MMA Score. • Support the delivery of the sales capability program for the local market, localising global training materials and utilise local resources for training, and implementing a solid capability improvement plan with clear milestones.• Implement effective measurement and evaluation methods and metrics to assess the progress made by the teams after completing the capability program.• Act as the first point of contact to manage and deliver the organisation’s CRM and Sales Force Automation (SFA) in an integrated, robust and cost-effective manner, in order to accurately capture and reflect data to deliver value to the sales team in a scalable and flexible fashion. • Working closely with the local commercial and global capability team, ensure SFA systems are optimized, updated and fit for use. • Develop a reporting suite and business rhythm that drives insight and enables the right behaviours to deliver commercial performance outcomes by tracking delivery of key KPI’s in a concise format• Consolidate and analyse commercial data gathered through existing and future commercial systems (e.g. Journey planning optimisation; sales lead generation etc.) analysing sales data and translating insight into action to enable Sales leaders to actively engage market challenges and drive revenue growth.• Embed the regular Sales & Operations Planning process and ensure the embedment of a regular Measurement & Evaluation process and rhythm. • Working closely with commercial leaders, ensure data is clean, accurate, and complete before being rolled-up into reports, and deliver analysis of data to allow commercial leaders to assess, identify and explore opportunities for further growth.• Ensure pricing and contracting support is provided in a timely and efficient manner; drive competitive positioning of contracts that also fulfil company and customer objectives, establishing mutual value |
| **Created by:** | [Role Created By] |
| **Creation Date:** | [Role Creation Date] |
| **HRBP:** | [txtHRBP1] |
| **Date of last revision:** | [Last Updated Date] |