

**Fixer? Challenger? Innovator?**

**We need you!**

**SDL Auctions**

**Nottingham**

The Sales and Operations Manager is a key role within our auction business, working in partnership with National Sales Manager you will lead and inspire your team of Auction Experts in room and online auction sales to reach new levels of success through mentoring and coaching. You will be passionate about implementing a strategic business plan to develop and create sales opportunities. With the customer at the heart of everything you do, you will strive for great service for our customers and vendors alike.

### **What you'll do**

- Lead, motivate, coach to develop direct reports of 7 to delivery on SLAs and KPIs which will result into sales growth.
- Account management is key, and you will be accountable for developing and maintaining great relationships with our key third parties (including Estate Agency, vender management and others)
- Be accountable for the cost effectiveness and drive customer satisfaction for our clients.
- Support the enabling and implementation of innovative technologies; enhancing existing processes to make the customer journey as smooth as possible.
- Ensuring our proposition(s) are comparing, competitive and inform to our customers both direct and to our third parties.

*Love* OUR  
CUSTOMERS

*DARE* TO BE  
DIFFERENT

MAKE IT  
BETTER

## Who we're looking for

We're looking for an innovative leader who thrives in a fast-paced, target driven sales environment with an understanding of what takes to give great customer service.

- **Due to nature of this role and expectations, the ideal candidate will have Estate Agency background at branch management level.**
- Ability to evidence commercial awareness and business growth examples
- Have significant financial and performance metrics awareness
- Desire to develop your team through coaching and mentoring
- Able to understand trends within the property/auction environment.
- Competitive nature who can deliver results through teams successes and ensuring our customers are at the heart of all our decisions.

## What we do

SDL delivers national coverage across the board, in surveying, mortgage services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart. We are one of the UK's largest property auction networks, helping corporate and private customers buy and sell residential, commercial and agricultural property and land. Passionate about providing customers with sensational service, we strive continuously to find ways of making their life easier and better through improvements and innovations that are shaping the future of our industry.

## What we care about

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# SALES AND OPERATIONS MANAGER



Revolutionizing our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more, and we want to be the ones to wow them.

We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be.

## **How to apply**

Write an email telling us why this job's got your name on it. Attach your CV. Press send [recruitment@sdlgroup.co.uk](mailto:recruitment@sdlgroup.co.uk) or [Jason.lee@sdlauctions.co.uk](mailto:Jason.lee@sdlauctions.co.uk)

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