

**Customer Sales Lead**

**Peterborough – Full time office based**

**Neg dependant on experience**

**Overview:**

Due to continued growth and success, we are recruiting for a Customer Sales Lead to join our Customer Engagement Team based in Peterborough. For this role you will have previous experience as a sales team leader, managing KPI's, training and developing new and existing staff. You will be guiding the team on a daily basis to increase booking success.

**Job Purpose and responsibility:**

- Working closely with the Customer Engagement Manager
- Carrying out staff 1-2-1's
- Guiding the team on daily duties
- Identify any training and development needs of the team
- Generate reports on bookings / confirmed bookings
- Working with the marketing team to ensure all leads are being passed over and actioned
- KPI Management
- Delivering shift rotas
- Leading regular team meetings
- Completing daily productivity reports shared with the MD and Seniors
- Arranging regular team incentives
- Holding daily buzz sessions to deliver workflow and updates
- Call assessments and feedback sessions

**What we offer in return**

- 25 days annual leave
- Additional Holiday buy-in scheme
- Pension contribution
- Gym membership or £350 in Virgin, Costa or Starbucks vouchers
- Casual dress code
- Free parking
- Social Events Team
- Additional 5 days annual leave in August or half day on 1<sup>st</sup> Friday of the month after a years' service

Please note you will be required to work shift patterns for this role.

08:00am – 16:30pm or 10.30am -07:00pm and One Saturday one a month (this may change depending on work volumes)

*Progressive Property Ventures LLP is committed to being an equal opportunity employer with a diverse workforce. We will consider all applicants for employment without regard to race, religion, gender, sexual orientation, disability or age.*