



## Job Description

<b>Job Title:</b>	Assistant Sales Manager
<b>Accountable To:</b>	Sales Manager
<b>Location:</b>	Moddershall Oaks Country Spa Retreat

## Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

**'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.**

## Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**  
We are focused on personal and business success
- We are **Caring**  
We genuinely care about our guests and our colleagues
- We are **Creative**  
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**  
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**  
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

## Job Purpose

Ensure the sales office maintains excellent standards of quality and accuracy through efficient and effective use of systems and processes. Contribute to the achievement of sales targets by supporting the sales function, specifically the Sales Manager, and ensuring maximising productivity across all team members. Focus on delivering precise sales administration & communication to operations to ensure we can deliver an excellent seamless service to guests. Deputise for the Sales Manager to ensure consistent leadership of the sales team.





## Principal Accountabilities

1. Utilise professional skills and experience to put in place effective sales office systems and processes and ensure the team follows them.
2. Through a focus on results and performance, monitor the quality of the sales service linked to recognised best practice models and KPIs. Take action when performance falls short of the required standards.
3. Train, coach and guide team members to ensure they deliver the sales service to a consistently high standard, using effective sales techniques, systems and processes with the aim of delivering an accurate and seamless sales service. Highlight any trends in errors with the Sales Manager
4. Work with other managers to ensure customer requirements at reservation stage are accurately delivered operationally, in order to meet and where possible, exceed customer expectations.
5. With a focus on efficiency and effectiveness, continuously improve the way the sales office works, ensuring there is flexibility to react positively and quickly to new products and service offerings.
6. Actively prevent any backlogs of administration, pending enquiries and incomplete reservations by proactively managing the team and organising the department on a day to day basis.
7. Ensure the sales function makes a strong contribution to expanding the customer base and driving loyalty through repeat visits.
8. Support the Sales Manager to manage the office resources, including rota creation, team holiday management, and absence monitoring and management, in order for the sales function to operate efficiently.
9. Work with the Sales Manager & Head of Sales & Marketing to feedback key statistics and reports to inform new promotions, packages and products. Manage availability, parameter, pricing and available rates to ensure the department is selling what it should for the right prices, right dates and right volume.
10. Use sales experience to act as a role model for other team members, advising, supporting and empowering them as required whilst at the same time ensuring there is a focus on achieving sales targets.
11. Analyse individual and team sales performance and trends, identifying any dips and taking appropriate action to address these.
12. Support the Sales Manager by building and testing spa packages to ensure accuracy and functionality, meeting deadlines to communicate completion with sales and marketing teams before the sale goes live.
13. Deputise for the Sales Manager, ensuring the team has consistent and proactive leadership.





## General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time
- Be knowledgeable & competent in the role/s of all subordinates so you maintain first hand experience of their roles in order to best manage your department, as well as cover for their position when necessary

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name:

Signed:

Date:





## Person Specification

<b>Job Title: Assistant Sales Manager</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b>		
Relevant sales or business qualification (extensive sales experience will compensate)	Desirable	Application
Leadership qualification (extensive people management experience will compensate)	Desirable	Application
<b>Proven Experience</b>		
Proven experience in a busy sales role, ideally as supervisor or team leader	Essential	Application
Experience of implementing sales processes and systems	Essential	Application
Experience of working in a fast paced and varied sales environment	Essential	Application
Experience of setting and driving a team to achieve sales and revenue targets	Essential	Application
Experience of quality assurance and monitoring service delivery, ideally in a sales environment	Essential	Application/interview
Experience of coaching and guiding team members in a sales environment	Desirable	Application/interview
<b>Knowledge, Skills and Abilities</b>		
Exceptional attention to detail and accuracy	Essential	Interview
Sense of urgency to achieve results whilst remaining calm under pressure	Essential	Interview
Able to effectively manage a varied work load in a fast paced environment	Essential	Interview



Results focused, able to achieve results personally and drive others to do so	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview
Able to work on own initiative and think on feet whilst making sound decisions	Essential	Interview
Able to generate ideas, innovate and creatively solve problems	Essential	Interview
A good people person, able to build rapport and positive relationships	Essential	Interview
Excellent IT skills, including good knowledge of Microsoft Excel	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview
<b>Other Attributes</b>		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application

