

# SALES OPERATIONS EXECUTIVE

## JOB DESCRIPTION

### Who are Idwal?

Idwal are market leaders in ship inspections. Our Idwal Grade® is widely recognised as the industry standard and we are known globally and operate across almost every port in the world. Supported by offices in the UK, Greece, and China, Idwal is a technology enabled business which conducts thousands of inspections every year utilising state of the art digital technologies, frameworks, and solutions.

We are part of a one hundred year heritage within shipping with parent company, Graig, founded in the Welsh capital in 1919. Our Cardiff Headquarters is situated in the beautiful Cardiff Bay with modern, comfortable offices and close vicinity to a number of gorgeous locations for company social events.

### Why work at Idwal?

We've got a fairly unique environment, blending the essence of a technology startup with the heritage and market knowledge of a 100 year-old shipping company.



On the one hand, we have many of the positives associated with a tech startup. We work in a fast-paced environment that encourages entrepreneurship and innovation, where we both empower and support our people. We're also developing industry changing products using the latest technologies.



On the other hand, we don't have the negatives associated with a tech startup. We're self-funded, we're established in market and we're profitable. Furthermore, we have solid and achievable growth targets, along with a global client list that includes leading banks, financial institutions, private equity groups, ship owners, brokers, insurers and charterers.

### What is it like at Idwal?

We like to think of ourselves as a family, which isn't surprising when you consider we originated from a 3rd generation Welsh shipping family. We're friendly and sociable, and regularly get together for team and charity events.

We also value our team. We make every effort to provide an environment where people enjoy coming to work and have the opportunity to thrive and as we have more than doubled our workforce in the last 18 months, there are plenty of opportunities for progression. Finally we have a great view of Cardiff Bay and an excellent coffee machine.

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An exciting position for somebody to step in and immediately contribute to a rapidly growing Sales team. With a global client base and a product that is very much in-demand, there is plenty of work to be done and therefore excellent communication and organisational skills are essential to the role in order to competently transact a high volume of enquiries through a structured sales process. Reporting directly to the Head of Sales, the ideal candidate would bring with them a keen commercial acumen, and will use their positive can-do attitude to develop new relationships in a unique and exciting industry.

### What You'll Do

- Ensure enquiries are transacted promptly and efficiently, identifying opportunities for up-selling and cross-selling where appropriate.
- Directly generate sales, ultimately exceeding personal and company's sales targets.
- Develop and maintain strong relationships with allocated accounts to ensure the business continues to meet the expectations of its customer base.
- Maintain accurate records and details of all allocated customer account activity through the company's CRM system.
- Develop new leads through regular sales meetings, roadshows and sales' calls with prospective customers, as directed from time to time.

### What You'll Need

- As already mentioned, top-notch written & verbal communication skills are absolutely essential to the role.
- Strong administrative & organisational skills to manage your own sales pipeline.
- An affable personality used to dealing with both internal & external stakeholders.
- Flexibility and willingness to go 'above and beyond' in a 24-hour industry.
- Experience with CRM systems is desirable.
- Degree level education preferred.

Due to the Covid-19 pandemic, we worked from home almost exclusively for nearly the last two years. Fortunately for you, we place a lot of trust in our employees and with wide scale use of modern technology and communication platforms which allow us to continue working to the same standard and efficiency as always, we intend to continue to offer a flexible approach to work. Our office is open once again and we have maintained a flexible, collaborative approach to working, allowing all employees to be in control of their work-life balance, combining time in the office with working time at home, or anywhere!

### What you'll get at Idwal

In addition to working with great people and great products, we offer a Competitive Base Salary with an attractive commission structure in addition to the following benefits package:



£25k base salary + uncapped OTE's



Private healthcare



Very generous pension



Home working options



25 days holiday with option to buy additional



Social Club



Cycle to work scheme



35 hour working week