



**NOVUS**  
ENVIRONMENTAL

## **Inbound Sales Manager**

## **Are you a results-driven leader with a passion for sales?**

We're seeking an experienced Inbound Sales Manager to oversee and support our inside sales / Customer Service team. In this role, you'll monitor sales metrics, manage the entire sales administration process, and collaborate with cross-functional teams to drive revenue growth.

### **About the role:**

The salary for this role is £50,000 - £55,000 depending on experience + Performance related bonus up to 20% of salary.

### **What will I be doing?**

- Lead, coach and develop a small team of inbound sales / customer service representatives.
- Secure appropriate new business at required margins from a wide variety of new and existing customers
- Track key sales metrics and implement strategies to consistently achieve targets
- Improve and manage sales processes for maximum efficiency and impact
- Work closely with marketing provider to enhance lead generation efforts.
- Foster a positive team culture and drive motivation.
- Identify areas for process enhancement, proactively implementing strategies to improve the customer experience.
- Maintain strong customer relationships, ensuring queries, complaints, and feedback are handled professionally and efficiently.
- Work closely with Transport and Commercial teams to ensure efficient scheduling, deliveries, and collections.

### **What are the requirements?**

- Previous waste management or logistics experience
- A proven track record in inside sales, telesales, or similar sales leadership roles
- Strong people management skills with the ability to motivate and drive performance
- Excellent communication, negotiation, and interpersonal abilities
- Experience using CRM systems and sales performance analytics tools

### **Desirables**

- Qualifications in sales, business, management, marketing, or a related field.
- Interest in sustainability and environmental practices.

### **Work Environment**

- Office based at Novus Customer Service Department, Thriplow Heath, Near Royston, Hertfordshire SG8 7RR
- Working hours: 08:30am to 17:00pm Monday to Friday – 37.5 hours per week

**What other benefits does the role offer?**

- Performance related bonus
- Enhanced holiday package
- Birthday leave
- Access to discount retail scheme
- Training and development opportunities
- Full PPE & uniform supplied
- Free on-site parking

**About us**

Novus Environmental are a leading provider of specialist waste management services. The company serves a diverse customer base across multiple industry sectors, including healthcare, veterinary, pharmaceutical, Education, manufacturing, Research & Development and chemical as well as various government agencies & local authorities.

We offer a wide range of sustainable waste treatment, recycling and disposal solutions that are designed to increase levels of compliance, reduce costs and protect the environment.

We put a great emphasis on our culture and putting our customers and staff at the forefront of our business. We always ensure we always offer the highest level of service and cost effectiveness to our customers.

We are a growing company with a clear vision of expanding our services, committed to developing our people to the highest standards, delivering a hassle-free, high-quality experience for our customers, and driving real change for a Great Britain. And we are looking for passionate people to help us get there.