

Job Specification

Position:	Senior Commercial Support Coordinator	Department:	Commercial Support
Reports to (position):	Head of Sales Operations	Location:	Aberdeen, UK

DEFINITION

Primary Function

The successful candidate would ensure the continuing development of a growing team which combines sales support and commercial direction activities to help drive execution of sales that maximise potential revenue whilst being compliant with Geoactive's policies. Proven experience in a similar sales support or supply chain function is essential, with strong knowledge of commercial compliance practices and related certifications required.

The role requires the appointed applicant to work as part of the Geoactive Commercial Support Team to manage the company's trading standards, ensuring efficient process design and execution that allow the business to record and manage accurate sales data.

The working hours of this position are from 09:00 to 17:00 Monday to Friday, as standard. We work flexibility at Geoactive for the benefit of our employees and to harmonise with client demand. Based on the global nature of the role, the candidate should be a flexible team player and acknowledge that they may be required to work outside the hours specified on occasion. An ability to work both unsupported and within a team and inspire others in alignment of behaviours to Geoactive's vision is essential.

Geoactive operate with a hybrid working model, where members of the Commercial Support Team are expected to work in Geoactive's office premises for a minimum of 2 days per week. Office-based working may be required on a more frequent basis from time to time, for training and/or collaboration purposes and will be expected at the discretion of senior or line manager personnel.

Duties

Sales Support

- Upon receipt and review of ITTs and RFQs, support the organisation with the preparation of tendering documentation required for timely bid submissions.
- Conduct deal approvals and support the organisation with deal shaping and proposal preparation and review activities which support the internal and external sales organisation to deliver pricing strategies and commercial offers that align with the company's objectives.
- Support the preparation of appropriate Agreements and Amendments for signature, by providing commercial input in conjunction with the Head of Sales Operations and the Global Sales Team.
- Ensure that potential compliance issues and recommended solutions are presented to the Head of Sales Operations for agreement on resolution.
- Review commercial paperwork received from prospective clients and provide feedback on deal acceptance. Provide detailed handover information to Geoactive's Business Support function for prompt order processing.

Commercial Compliance

- Support Head of Sales Operations with implementation of best practice commercial processes to maintain recognised standards and certification.
- Ensure organisational compliance with parent company policies incl. adherence to the Delegation of Authority and sanctions expectations.
- Support Head of Finance and Head of Sales Operations with development of price modelling for new initiatives and product lines.
- Ensure that Geoactive's data sources are kept up to date with a particular focus on ensuring that process information remains relevant and commercial documentation is stored according to company policy.
- In conjunction with the Sales Team, maintain customer account details and contact data in CRM tools whilst adhering to the company's GDPR policy.

General

- Interact confidently with all supporting teams within the business to assist with client enquiries and maintain a positive attitude towards helping others.
- Support the Head of Sales Operations with the coordination and execution of ad-hoc projects.

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REQUIREMENTS AND QUALIFICATIONS

In addition to demonstrating capability to deliver the activities within the role description above.

Qualifications

Preferred qualifications:

- Degree qualified with relevant industry experience. Degrees in Business Management or similar subject matters are preferred.

Preferred Experience:

- Proven experience (4 years minimum) in a Commercial Bid and/or Supply Chain function preferred.
- Candidates with significant experience in Finance or Business Operations roles shall also be considered.
- Experience in preparing tender responses and structuring multi-element contracts necessary.
- Experience within the Software or Information Systems industries preferred, but not essential.
- Expertise with varying software sales models, with term licensing experience favoured.
- Understanding of end-to-end business processes, including a basic awareness of finance practices for software revenue recognition.

Skills

- Excellent attention to detail and document review skills.
- Strong Microsoft Office skills needed, demonstrating strengths particularly in Word, Excel and analysis tools.
- Understanding of client buying cycles and procurement tools, such as SAP Ariba, essential.
- Ability to prioritise and work to deadlines in the best interest of the business.
- Interpersonal capability to build strong working relationships with internal and external stakeholders.
- Strong overall communication skills, including active listening skills, with the ability to engage with varying levels of personnel within an organisation.
- Good knowledge of English in business context.

Behaviour

- Flexible team player who cooperates well with others, with the ability to work independently.
- Communicates credibly and confidently with others both internally and externally and is aware of impact.
- Delivers in a consistent manner at all times and works across the business to ensure enquiries are handled seamlessly.
- Tackles complex problems logically and proactively using a range of tools and techniques to evaluate potential solutions.
- Shows integrity and accountability for outcomes for decisions made, communicating lessons learned.
- Is highly self-motivated and enthusiastic in driving goals forward, continually evaluating and seeking to improve overall performance.
- Desire to work in a fast-paced environment with the ability to work to deadlines, whilst prioritising effectively.

DEVELOPMENT

Geoactive Limited is a growing area of the wider company, offering the successful candidate professional development and career progression opportunities.