

Job Title: Inside Sales Desk Consultant
Department: Sales
Reports to: Sales Team Leader

Location: Peterborough
Hours per week: 40

Job Description

As a key member of the Sales Team, the **Inside Sales Desk Consultant** will be responsible for developing new business opportunities by managing inbound leads and proactively engaging with prospective clients. This role involves understanding client needs, identifying sales opportunities, and delivering exceptional service through phone and email communication.

The successful candidate will work closely with our marketing division to drive engagement and lead generation while collaborating with our Telecoms Solution Architect on larger opportunities. This is a **full-time, office-based role** located at our **Peterborough HQ**.

Duties and Responsibilities

- Develop new sales opportunities from inbound leads and outbound prospecting.
- Engage with clients to understand their needs and identify sales opportunities.
- Provide timely and professional responses to client inquiries via phone and email.
- Maintain and improve the database of prospects, ensuring accurate and up-to-date records.
- Keep up to date with product and service offerings, as well as competitor solutions.
- Promote and upsell telecom solutions, connectivity, mobile airtime, and IT services.
- Work alongside marketing to maximise lead conversion and engagement.
- Collaborate with the Telecoms Solution Architect on larger or complex opportunities.
- Deliver excellent client experience by handling objections and addressing concerns effectively.
- Receive full training across our product portfolio to confidently advise clients.

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- B2B sales experience preferred (Telecom experience beneficial but not essential).
- Ability to confidently communicate with prospects over the phone.
- Strong customer service and relationship-building skills.
- Results-driven mindset with a passion for sales.
- Ability to quickly learn and retain product knowledge.
- Excellent organisational and time-management skills.
- A proactive approach to identifying and creating sales opportunities.

Benefits:

- **Salary:** £26,000 - £30,000 (Experience Dependent).
- **OTE:** £40,000 - £45,000.
- **Hours:** Monday to Friday, 9:00 AM - 5:30 PM.
- **Location:** Head Office – Peterborough (Full-time, in-office).
- **Holidays:** 22 days annual leave + standard Rydal benefits.
- **Career Progression:** Clear opportunities to advance within the business.