



**Job Title:** Senior Sales Operations Manager

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**Reporting To:** Vice President of Sales  
**Department:** Sales  
**Salary:** £80,000 - £90,000  
**Location:** Hybrid (Bristol)  
**Skills and Behaviour Level:** Mentor IC

### Why Join Kallidus

People are at the heart of everything we do and the key to our success, so it's important that we recruit individuals who share and represent our values. Curiosity, integrity, collaboration – these are the values we live by. You need to ask questions and to find out why. You need to be true to your word. And you need to be proud to be part of something bigger, working with others will come naturally to you. At Kallidus, we champion our people's success.

Kallidus helps our customers nurture a culture of self-led learning and ensures compliance with a user-friendly learning platform that makes learning simple and effective, whilst also driving performance with continuous feedback, goal tracking and flexible reviews.

Can you see yourself helping us take our growth to the next level? We invite you to come and discover for yourself the exciting future ahead of you.

### Job Purpose:

In this role, you will be the architect behind our expanding sales infrastructure. You'll play a vital part in developing and executing our revenue strategies, refining sales workflows, and delivering actionable insights on market trends. By designing and monitoring key performance metrics, you will drive sales productivity and ensure our business scales effectively and sustainably.

### Key Responsibilities and Accountabilities:

#### Strategy & Revenue Planning:

- **Incentive Design:** Architect and manage a competitive sales compensation structure that rewards high performance and ensures tight alignment with company ARR targets and retention goals.
- **Territory & Account Management:** Strategically allocate accounts and territories using data-driven models to maximise rep productivity and market coverage.
- **Forecasting Excellence:** Partner with Sales Leadership and Finance to provide high-accuracy predictive models that inform company-wide financial planning.
- **Growth Insights:** Identify and communicate key revenue trends and anomalies that materially impact our growth trajectory, providing "the story behind the data" to the C-Suite.



### Process Optimisation & Enablement

- Lifecycle Engineering: Design, implement, and continuously refine the end-to-end sales and account management lifecycle to ensure a frictionless experience for both reps and customers.
- Feedback Loops: Act as a strategic partner to Sales Leadership, gathering boots-on-the-ground feedback to rapidly iterate on sales playbooks and process bottlenecks.
- Cross-Functional Orchestration: Work closely with Sales, Marketing, CS, and Finance, ensuring a "single source of truth" for data across the customer journey.

### Technology & AI Stack Management

- Revenue Architecture: Own the roadmap and administration of our Salesforce instance and the broader Sales tech stack.
- AI & Automation: Implement and manage AI-driven solutions to automate repetitive workflows, enhance data intelligence, and eliminate "admin debt," allowing teams to focus on high-value strategic initiatives.
- Stack ROI: Continuously evaluate the effectiveness of our technology investments, offboarding underutilised tools and sourcing new solutions that provide a competitive edge.

### Data Integrity & Analytics

- Data Governance: Audit and resolve data quality issues proactively. Establish rigorous data entry standards to ensure 100% reporting accuracy.
- Advanced Visualisation: Build and maintain real-time dashboards that go beyond basic metrics, to support Sales Leadership.

## Key Skills and Knowledge:

**Experience:** Sales Ops or Revenue Ops management within the SaaS space, with a proven track record of scaling teams.

**Technical Mastery:** Deep expertise in Salesforce architecture, including complex reporting and system configuration. Experience of implementing AI-enablement tools.

**Analytical Rigor:** Highly proficient in advanced data analysis and modelling. You possess the unique ability to "see through the noise" of complex data to provide concise, strategic insights for leadership.

**Global Mindset:** Experience managing operations across multiple time zones and cultures (desirable).

**Operational & Strategic Agility:** The ability to move seamlessly between high-level revenue strategy and the tactical execution of the sales process. You can design a 12-month growth roadmap one hour and diagnose a workflow bottleneck the next.

## Behaviours Relevant to this Role:

	Mentor IC
<b>Inclusive</b>	Shows empathy and humility, self-reflective, discrete and diplomatic, promotes our values, treats everyone equally, trusted
<b>Delivery focussed</b>	Develops best practice, takes a balanced approach, works proactively, promotes a culture of effectiveness, defines project objectives, streamlines tasks & removes obstacles
<b>Influential</b>	Persuasive, communicates across teams, relates to wider audiences, cultivates relationships, builds strategic alliances, invites debate
<b>Collaborative</b>	Takes an advisory approach, guides others, is the 'go to' person, mentors, provides stretch, enhances collaboration, generous with time
<b>Resilient</b>	Adaptable to changing priorities, switches context quickly, facilitates change, takes on the challenge
<b>Solution Driven</b>	Acts as the point of escalation, predicts & mitigates risk, responsive, develops work-arounds, understands impact of decisions, makes tough calls
<b>Ambitious</b>	Laser-focused, believes they can always be better, spearheads research, exudes subject matter expertise, drives new technologies & initiatives
<b>Innovative</b>	Breaks new ground, drives transformation, cutting edge ideas, thinks strategically, promotes curiosity by example
<b>Entrepreneurial</b>	Curates information, tracks latest developments, progressive, looks outside the business, takes a longer term view

Our people are the heart of our success, and diversity is what drives that. Kallidus positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, region or belief, marital status, pregnancy or maternity.

Diversity brings innovation and creativity through different views, backgrounds, and opinions; as a people-first organisation, it's crucial that our teams reflect global diversity.



Kallidus is a proud member of the Disability Confident Employer scheme. We work hard to build an explicitly inclusive space where everybody belongs. Kallidus is a supportive, caring, and enjoyable working environment for all our people, and we are committed to furthering the diversity of our teams.