

Dukes Plus Consultancy Job Description

Title	Sales and Operations Co-ordinator
Department	Dukes Plus Consultancy
Reporting to	Head of Sales
Working Days	Monday – Friday
Position Type	Full Time
Salary	£30,000-35,000 rata plus commission
Duties and responsibilities:	Customer Queries, Sales & Revenue Growth • Act as the first point of contact for customer queries across phone, email, and live chat, treating every enquiry as a potential sale. • Proactively identify and pursue high-potential leads, with a particular focus on converting enquiries into Premier Service, our premium, high-touch consultation offering and single biggest driver of revenue growth. • Drive e-commerce revenue through attentive and proactive engagement with customers and earning commission through doing so. • Confidently discuss pricing and value with prospective clients, handle objections, and close sales, either by booking consultations personally earning commission or passing qualified leads to the sales team. • Take ownership of personal targets tied to Premier Service conversion and overall revenue growth. Operations Management • Oversee the day-to-day management of e-commerce platforms, including Metorik, Salesforce, and WooCommerce, ensuring smooth operations. • Allocate tuition jobs efficiently for TMP and TLP using TutorCruncher, matching the right tutors with students to meet their educational needs. • Monitor stock inventory for events and products, advising on course viability to optimise cost-effectiveness and delivery efficiency. • Generate Zoom links and send to attendees and tutors for open courses. • For open courses not based in London (e.g. Birmingham or Manchester), secure the venue. • Collaborate with IT and other departments to troubleshoot and resolve technical issues quickly. Feedback and Process Improvements • Design and maintain robust feedback systems that integrate with Salesforce to inform and improve customer satisfaction, with particular attention to Premier Service client experience. • Analyse customer data and feedback to identify trends, recommend improvements, and implement enhancements to drive platform and sales efficiency.

	• Work closely with the broader team to align operations with strategic goals, including the continued growth of Premier Service, and ensure data-driven decision-making. Project Management • Take the lead on occasional projects related to platform deployment, upgrades, or new tool integration. • Provide structured project plans, ensuring all stakeholders are aligned and deliverables are met on time. Ad Hoc Operations • Support additional operational tasks and responsibilities as needed to maintain the smooth running of TMP and TLP and the wider Dukes Plus Consultancy team. • Assist with initiatives outside normal working hours, including events and widening participation activities, as part of a shared team effort. Professional Development • Develop consultative-selling skills, objection handling, value-based pricing conversations, closing, alongside platform expertise in Canvas and Salesforce. • Develop training materials for staff and tutors to ensure consistent knowledge of key systems, processes, and the Premier Service pitch. • Stay informed about emerging technologies and recommend tools that enhance operational and sales efficiency.
Extra role information	Working Schedule: 9am – 5:30pm, Monday- Thursday and 9am – 5pm on Fridays. Some weekend and evening work may be required, but you will know dates for this well in advance and be given time off in lieu. Location: Hybrid working with 2-3 days in our central London office and 2-3 days from home. Start date: As soon as possible <i>Note: Dukes Plus Consultancy is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. All appointments are subject to relevant checks in line with Safer Recruitment guidelines, including, but not limited to, DBS Disclosure checks, identity checks, online search, employment history and reference checks, and international criminal record checks where required.</i>
Skills & Experience	Preferred Experience: • Sales experience with high net worth individuals. • Strong Communication Skills: Both written and verbal communication for liaising with clients, vendors, and internal teams. • Attention to Detail: Strong organisational skills and the ability to juggle multiple tasks without missing deadlines or details.

	• Experience using multiple different platforms to complete workflows, e.g. Salesforce, Zoom, Woocommerce.
Benefits	• Flexible working • Medical, opticians and dentistry cash plan • Free in-house gym access with an in-person personal trainer who can support you with your fitness journey! • Access to the Wellhub app which entitles you to numerous gym and spa discounts • 25 days holiday allowance and a generous TOIL policy, as well as additional leave for Christmas and your birthday off • Fast career growth opportunities • Holiday buy-back scheme • Best-in-class training & development opportunities, led by Dukes Education • Employee Assistance Programme (EAP) with access to professional counselling • Regular social events • Enhanced family friendly policies • Enhanced sickness policies • SMART pension