



JOB TITLE: Internal Sales Manager

LOCATION: Office-Based / Hybrid (as required)

REPORTS TO: Head Of Aggregates

RESPONSIBLE FOR: Direct management of the Sales Administrator and providing support to the wider aggregates team to close deals efficiently. Managing the sales opportunities pipeline, owner of sales processes & the lead for building haulage relationships

INTERACTS WITH: Aggregates Team, Logistics/Transport Providers, Finance Team, Existing & Prospective Customers, Technical Team & Operations

HOURS OF WORK: 37.5 hours per week – Monday to Friday 9am to 5pm with a half-hour lunch break, with flexibility to meet business needs

DATE OF ISSUE: 27/06/2025

JOB PURPOSE

The Internal Sales Manager will drive revenue growth by proactively managing and progressing the live opportunities pipeline for the aggregates business. The role will focus on ensuring timely follow-up with prospects, maintaining comprehensive records of engagement, and providing regular updates on progress. The individual will play a key role in controlling haulage costs, developing KPIs to optimise transport efficiency, and providing data insights to support strategic decision-making. Additionally, the Internal Sales Manager will champion the CRM system, acting as super user and mentor for the aggregates team, ensuring full utilisation of software capabilities to enhance customer relationship management. The role will also have full ownership for developing, maintaining & controlling all sales processes in line with the requirements of the Aggregates Business.

KEY DUTIES

- Take ownership for follow up on sales opportunities and accelerating them to closure to achieve revenue targets
- Maintain an accurate, up-to-date log of calls and communications made with customers and prospects
- Progress the live opportunities pipeline, chasing internal and external contacts to move the pipeline forward to completion
- Provide regular updates on the progress of opportunities pipeline, creating reports on status and next steps
- Identify new hauliers, deliver haulage cost improvements, build relationships with existing hauliers and report on KPIs to drive transport efficiency
- Support the development, implementation, and continual improvement of the CRM system; act as super user to guide and mentor the aggregates team on system functionality and best practice



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Larkshall Mill, Thetford Road, East Wretham, Norfolk IP24 1QY
+44 (0)1953 573111 - info@oco.co.uk - oco.co.uk

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A member of the O.C.O Group of companies, the UK parent of which is O.C.O Technology Group Limited (registered in the UK Company Number 15112154)

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Registered office: Larkshall Mill, Thetford Road, East Wretham, Norfolk, United Kingdom IP24 1QY

- Develop, analyse, and circulate sales performance data to support informed decision-making and drive net revenue growth
- Distribute relevant product information and data to prospective customers, ensuring timely and professional communication
- Manage the setup of new customer accounts, coordinating with finance and other internal departments to ensure a smooth onboarding process
- Direct management of the sales administrator, ensuring accuracy and compliance with internal processes
- Fully support and contribute to the upkeep of our management systems (CMS, ISO 9001, 14001 & 45001)

ESSENTIAL SKILLS / EXPERIENCE

- Proven experience in an internal sales or sales support role, ideally within aggregates, construction, logistics or a technical background such as a technical sales role in a similar environment
- Strong communication and negotiation skills, with the ability to influence and build effective relationships
- Excellent organisational skills with the ability to manage multiple priorities under pressure
- Demonstrable ability to analyse data, generate reports, and present findings clearly
- Computer literate, with experience of CRM systems and Microsoft Office applications
- Proactive and self-motivated, with a positive approach to achieving sales targets and supporting team objectives
- Commitment to delivering high standards of customer service and professionalism

DESIRABLE SKILLS / EXPERIENCE

- Understanding of aggregates, construction industry and associated standards/specifications
- Knowledge of haulage operations, transport planning, or logistics cost management
- Experience with CRM development or administration
- Awareness of sustainability practices in the construction or aggregates industry