

Job Title	Telesales
Business Unit	RHG
Department.	Sales
Location	London-based
Reports to (direct)	Business Development Director

MAIN PURPOSE OF JOB

To act as a senior hunter and relationship developer, driving Restore Harrow Green's new customer acquisition strategy. The BDM is a top-tier door opener, responsible for identifying, engaging, and converting new customers into long-term partners. This role demands exceptional relationship-building, commercial acumen, and the ability to transform strategic opportunities into measurable value, directly supporting RHG's £10m+ new business growth agenda.

KEY TASKS

Lead Generation & Qualification

- Proactively source and qualify new business opportunities through outbound calls, digital outreach, and CRM follow-up.
- Research and profile target organisations to identify decision-makers and potential requirements.

Pipeline Support

- Book high-quality appointments and meetings for BDMs, ensuring all leads meet agreed qualification criteria.
- Maintain a consistent pipeline of prospects to support the £10m+ new business growth agenda.

Direct Conversion of Smaller Opportunities

- Manage and convert lower-value or transactional opportunities directly, in line with agreed thresholds.
- Collaborate with the Head of Sales' technical team to provide quotations where required.

CRM & Data Management

- Maintain accurate and up-to-date records of all customer interactions, leads, and pipeline status in the CRM system.
- Provide regular reporting on activity levels, conversion rates, and lead quality.

Collaboration with Sales Teams

- Work closely with BDMs to ensure smooth handover of qualified opportunities.
- Share insights from prospect interactions to inform market intelligence and contact strategies.

Customer-Centric Engagement

- Deliver a professional, customer-obsessed experience in all communications, ensuring RHG's values and ESG commitments are clearly represented.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

Essential

- Proven experience in telesales, inside sales, or lead generation within B2B environments.
- Strong communication skills, with the ability to engage decision-makers confidently.
- Resilient, results-driven, and comfortable working to activity and conversion targets.
- Good IT literacy, including CRM systems and Microsoft 365.
- Organised and self-motivated, with the ability to manage high volumes of outreach.

Desirable

- Knowledge of relocation, facilities management, or workplace services markets.
- Exposure to ESG-linked or value-driven sales approaches.
- Experience supporting field sales teams or BDMs in a structured sales environment.

OTHER INFORMATION

- Role is primarily office-based, with flexibility to attend occasional team meetings or events offsite.
- Expected to achieve and maintain agreed weekly and monthly activity targets.

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health & Safety, and Quality Management Systems.
- Promote Restore Group's ESG agenda when engaging with potential customers.
- Report any compliance-related issues to the Business Development Director.

DECISION MAKING AUTHORITY AND CONTROL

- Authority to qualify and progress opportunities in line with pre-agreed criteria.

APPROVALS:

Line Manager

Name:

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Signature:.....

Date:.....

Post Holder

Name:

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Signature:.....

Date:.....

The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link <https://peopleservices.restoreplc.com/support/tickets/new> .