

About the job

You will lead and develop the Account Management team to achieve sales targets and the Sales Support Administrators to deliver effective support to the team.

Setting daily and weekly sales targets to achieve monthly revenue and margin key performance indicators.

Job title: Internal Sales Manager

- Reporting to: Head of Sales
- Contract type: Permanent
- Hours: 40 hours per week
- Location: Poole
- Holiday: 30 days paid (inc. bank holidays)

What you will be doing

- Support the Head of Sales to deliver the sales strategy by achieving revenue and business growth objectives.
- Provide ongoing training and professional development for account managers and sales support administrators.
- Manage all people related aspects of the sales team, including recruitment and performance.
- Set and track sales targets, produce reports, and conduct monthly forecasts.
- Support business development initiatives and develop relationships with existing customers.
- Monitor and analyse key performance indicators (KPIs) to measure team effectiveness and productivity.
- Use data to identify opportunities for improvement and to enhance the sales pipeline.
- Collaborate with marketing, to optimise sales processes and customer experience.
- Liaise with internal departments, such as operations and customer service to ensure customer expectations are met.
- Ensure adherence to sales, finance, and legal policies and procedures.
- Contribute to bid and tender process, working in collaboration with the Bid Manager.
- Implement sales training and development programs to upskill the sales team.
- Contribute to digital sales transformation initiatives to enhance efficiency, reach and company image.

Skills & experience needed

- Proven sales management experience, ideally in an inside sales environment.
- Demonstrable understanding of sales techniques, lead generation and closing strategies.
- Strong leadership, team management, coaching and motivational skills.

- Analytical and organisational skills with the ability to analyse metrics to improve performance.
- Experience in a B2B sales environment, particularly within FMCG, distribution and/or fulfilment industries.
- Familiarity with data analysis and reporting tools for monitoring sales performance.
- Experience in managing customer relationships and ensuring customer satisfaction (NPS).
- Proficiency in CRM/ERP software and Microsoft Office Suite.

What's in it for you

- Modern open plan office
- Monthly profit share bonus scheme
- Holiday buy-back scheme
- Company sick pay
- Free onsite parking
- Perks at Work scheme
- Unlimited 'tuck shop' snacks
- Free lunch every Friday
- Free access to LinkedIn Learning
- Cycle to Work scheme
- Complementary Birthday vouchers
- Subsidised workplace massage
- Management team 'Giveback Days'
- Eye care vouchers
- Employee Assistance Programme (EAP)
- Company social and corporate events

Who we are

Tower is a trusted partner delivering high-performance solutions through deep sector knowledge, creative thinking and data-led innovation.

What we do

Our ability to solve large and complex customer challenges through a consultative, process-driven approach is the foundation of our customer partnerships. With deep sector knowledge and product expertise, Tower consistently delivers high-performance outcomes.

How we do it

Tower goes beyond supply and delivery to drive measurable impact through ambitious, well-planned rationalisation, standardisation, and consolidation projects. We apply rigorous analysis and provide solutions that consistently reduce costs, minimise product usage, and enhance operational efficiency. Our agile solutions boost sustainability and improve staff wellbeing with comfort, safety, and happiness across diverse working environments.

Why we do it

We believe better outcomes are always possible. That's why we challenge convention, simplify complexity, and create solutions that deliver lasting value for our customers, their people, and the planet.

Where you work

Our open plan office encourages teamwork and communication. You will be working in a respectful environment surrounded by people that care about you just as much as our customers. We also believe diversity is the key to a success. That means your voice will always be heard no matter your role, and there will always be the opportunity to make a big impact.

Who you are

With extensive experience in B2B sales and customer management, you understand what it takes to build a high performing team, delivering excellence at every touch point. You excel in motivating your team, communicating clearly expectations for delivering against targets. You will thrive in fast paced environment, managing your time effectively whilst maintaining a positive attitude.