

ADVERT

Job Title: Sales Operations Administrator/Analyst

Reporting to (Line Manager): Will Harrison, Contracts and Proposals Manager

People Manager: No

Working Pattern: Full-Time- 37.5 hours per week, Monday to Friday

Work Location: Hybrid but able to commute to our HQ in Bottisham (ideally 2/3 days per week)

About Us:

We are a talented global team of around 80 people, based in the UK, Canada and USA. Backed by over 30 years of scientific discovery and validation, Cambridge Cognition offers the end-to-end platform for CNS clinical trials. Our technologies are reliable in-clinic or at home for an improved patient experience and accelerated drug development.

We aim to improve the health of people worldwide with innovative assessments and digital biomarkers that provide researchers with precise measures of patients' symptoms. We lead in CNS research and are broadening our impact across therapeutic areas.

Are you interested in working for a company whose main goal is to make a difference to the health of current and future generations, through the knowledge and experience of our passionate team?

Role Summary:

We are seeking a detail-oriented and proactive Sales Operations Analyst to manage the daily operations of our HubSpot CRM and provide vital support to the Contracts and Proposals (C&P) team. In this exciting newly created role, you will ensure the CRM system is accurate, clean, and well-organized to support the commercial reporting needs of the business and become the system 'subject matter expert'. You will also collaborate with the C&P team to assist with our Request for Information (RFI) and Request for Proposal (RFP) processes, including drafting basic pricing requests and managing customer records.

This is a hands-on role, requiring flexibility to work across the company on a wide variety of tasks.

What you'll be doing:

As the Sales Operations Administrator / Analyst at Cambridge Cognition, you will be working on the following:

CRM Administration

- **Daily management of HubSpot CRM:** Ensuring data is clean, organized, and accurate, developing into the CRM system expert.
- **Building and managing dashboards:** Creating new and managing existing dashboards, layouts, reports, and other configurable parts of the interface.
 - Creation of management specific dashboards
 - Creation and management of Marketing dashboards (including lead generation)
 - Creation of BD specific dashboards
- **Implementing systems:** Support system implementation projects, including requirements, documentation, and configuration.
- **Training:** Supporting the onboarding of new users when they join the business.
- **Troubleshooting:** Serving as a frontline resource for internal end users to field questions, troubleshoot issues, and resolve problems
- **Customizing:** Customizing views, properties, and workflows to ensure the best functionality possible

Contracts and Proposals team support

- **Requests for Information:** Support the completion of RFI's through compiling responses utilising our knowledgebase and then collaborating with subject matter experts to ensure accuracy.
- **Requests for Proposals:** Support the C&P team as required by drafting basic pricing and proposals for simple RFPs, with the scope to get involved in more complex requests as you progress within your role
- **Filing:** Updating and managing customer filing records for existing and new deals.

General duties

- Ensure all tasks are completed as per company standard operating procedures (SOP's)
- Support on departmental projects as needed and any other tasks that may crop up from time to time.

What we need from you:

Essential Requirements:

- Experienced and confident in the use of customer relationship management software, ideally HubSpot. Must have a working knowledge of how to create reports and maintain data sets.
- High level of proficiency in Microsoft Word, Excel and PowerPoint for analysis and presentation of data.
- Excellent communication, and interpersonal skills with the ability to communicate and build relationships at all levels across the business
- Strong analytical and quantitative skills
- Detail-oriented with strong organisational and problem-solving abilities.
- Ability to work independently and in within a team, managing multiple tasks simultaneously.
- Confident self-starter who is proactive and happy to offer support to assist the team when needed.

Desirable:

- Previous demonstrable experience in a similar role within a clinical research or software services business that demonstrates the knowledge, skills, and abilities to perform the designated tasks and responsibilities.

What we can do for you:

- Be part of a friendly team that are driven to achieve commercial success and have a positive impact on global health
- Flexibility

- Hybrid Working- 2/3 days a week at our office in Bottisham, just outside Cambridge; and the rest of the week can be worked at home,
- 26 days annual leave per year plus bank holidays (including 3 days for Christmas break) with a holiday buy/sell scheme
- Generous pension with up to 6.5% company contribution, (minimum 2.5% Employee Contribution)
- Life assurance 2x base salary
- Private Health Insurance - Bupa Insurance, Simply Health Cashback Scheme
- Employee assistance programme including 24/7 virtual GP
- Discretionary share options - a % of base salary, with nominal exercise price and vesting over 3 years (subject to board approval)

We're not currently able to sponsor employees. This means we're unable to consider applications from candidates who are not eligible to work in the country our roles are based.

Cambridge Cognition is an equal opportunities employer, we are committed to equality of opportunity for all employees and application from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, marriage, and civil partnerships.