

COMMERCIAL MANAGER

Location: Cambridge, UK
Contact: careers@speechmatics.com

“Working for a company focussing on machine learning and speech recognition makes you realise you are working in the thick of the next big leap in technology. The Speechmatics Sales team operates in a fast-paced, highly communicative environment talking to and building relationships with a diverse set of customers and industry professionals. Seeing how speech-to-text can help scale processes within businesses in a way that was never possible manually, creates a hugely exciting environment.”

- *Catherine King, Sales Team at Speechmatics*

Background

Speech technology is one of the most popular discussion items at the moment, yet speech interaction is limited to “Alexa, turn on the light”, or “Siri, where is the nearest coffee shop?” We are taking speech technology to the next level using our expertise in Machine Learning and speech-to-text technology to enable our customers to use conversational speech recognition. Our solutions power subtitling on TV, content discovery for videos, compliance solutions in banks, improve efficiency of meetings, and many other use-cases. Our mission is to improve human communication with a global speech engine, that works and put speech back at the heart of communication.

At Speechmatics you’ll be working with some of the smartest minds in the industry. You’ll work in an ambitious team who care about driving growth for the business while providing an outstanding experience for our customers. We’re standing alongside some of the biggest players in the world of speech and you’ll get to bring ideas to the table that will help push the boundaries of our capability. You’ll get to try stuff and develop your own skills while immersed in a progressive and great company culture. You can enjoy benefits including share options, healthcare, life assurance, Bike Doctor, massages, Brew Dogs in the fridge, no red tape and much more. We’re building a company that truly strives to be world-leading and we’re looking for people who wholeheartedly believe they can be additive to our culture and get stuff done. If that’s you, carry on reading.

The Opportunity

We are expanding our commercial team to take advantage of the massive opportunity being presented by machine learning and speech recognition. We need a dynamic, accomplished Commercial Manager with a proven track record in a similar ‘start-up to scale-up’ environment who is capable of contributing to the overall success of the business by managing and developing the day-to-day operations of the commercial team. If you are a Commercial Manager that has a collaborative approach to working, is adaptable and relishes owning complex problems in a dynamic and challenging (but very enjoyable) working environment then this could be the ideal role for you.

The successful candidate will ensure that the commercial team operates effectively through managing a number of diverse functional aspects, from advising on commercial and contractual negotiations to championing the use of tools and methodologies. They will also be interested in applying experience

learned elsewhere in helping our friendly and ambitious business expand and mature through the introduction of new ways of working.

The ideal candidate will relish the breadth of responsibility required to work in a smaller organisation. No prior experience of speech recognition is necessary, however experience in a similar previous role for a company that provides leading-edge technology both through partner channels and directly would be a distinct advantage. All-in-all this is an unrivalled opportunity to shape the commercial function to deliver results for a business with huge growth aspirations.

Key Responsibilities

- Work with the VP Sales to define, implement and manage:
 - a plan for the operational management of the commercial team
 - an appropriate compensation structure for members of the commercial team
 - pricing
 - hurdle rates
 - revenue
- Act as the point of escalation for commercial and contractual negotiations within the commercial team
- Manage and improve the reporting suite (regular and ad hoc) across the commercial team for the benefit of customers, team members and the rest of the business. This will include sales pipeline management, revenue forecasting, customer success and other KPIs
- Provide the key interface between the commercial team and other functions within the business, particularly Marketing, Finance and Product Management
- Proactively identify and implement operational improvements across the commercial team to improve customer centricity, efficiency and employee satisfaction
- Ensure appropriate training and development of the commercial team across all functional areas, including sales methodologies, tools (Salesforce), commercial negotiation, customer success and technical sales
- Champion the use and development of CRM (Salesforce) and other tools within the team (and across the business as a whole). This will include the management of Salesforce 'add-ons' Pardot, SalesLoft and Service Cloud (or selected vendor). This may include complex dashboards, workflow rules, validation rules, formulas, custom workflow, process builder, page layouts, custom fields/objects, and any another Salesforce customisation
- Ensure that the sales pipeline and customer success is accurately recorded in the company's CRM system to provide transparency to the rest of the business and ensure that ongoing improvements are made to enhance business performance

Cultural Attributes

- **Coachable:** Self-aware, able to identify areas of potential development and put strategies in place to address them to further their professional and personal development. This will include a process of continual evaluation of performance and a plan to address the development needs that arise, including the commitment of own time and resources where necessary.
- **Accountable:** Ensures that every issue has an owner. Define and clearly communicate the resolution path for the issue, bring in other members of the team to contribute when necessary and relentless in ensuring completion. Keeps all stakeholders informed throughout the resolution process and, where applicable, ensures the issue is reviewed to try to prevent recurrence and make the resolution of further issues as efficient as possible.
- **Collaborative/Team Player:** Prioritises the success of the team over own individual achievement and recognition. Likes to solve problems through working with a team and

wants to actively contribute to the development of other employees, as well as to learn from them.

- Positive and Enthusiastic: Optimistic outlook and a 'glass half full' approach at all times. Able to draw out positive outcomes, even from what seems to be a negative situation and motivate others to do the same.
- Adaptable/Flexible: Readily accepts that change is part of working life and is quick to adjust their plans when factors dictate this, even if considerable effort has been expended and/or they are emotionally invested in the previous direction. The immediate response to a change of plan is to work with colleagues to look for new opportunities and incorporate these into the revised direction that is set, communicating clearly at all times about the change, its impact, the options available and the new course of action. Will take a principal role at all times in leading the team to successfully deliver the revised objectives.
- Hard Working: Gets satisfaction from committing to achieving the most they can in each working day. When necessary, will work tirelessly to hit the deadlines that they have been set, both for objectives that they own and also in contribution to those owned by others.

Requirements

Essential

- Expert in Salesforce administration
- Proven ability to lead, develop and manage the day-to-day operations of a commercial team to deliver exceptional results
- Knowledge of commercial contracts in order to review and make simple drafting changes
- Experience of strategic and consultative sales, account management and customer success methodologies, including their application through partner channels and directly
- Strong leader and collaborator who will help develop and support all members of the commercial team
- Experience of working in high growth small and/or entrepreneurial businesses
- Highly developed written and spoken communication skills
- Numerate, with the ability to construct complex, accurate commercial proposals

Salary

Competitive salary (dependent on experience), flexible working and some awesome [benefits & perks](#).

Interested?

Get in touch! Send your CV and covering letter to careers@speechmatics.com.