



# Sales Development Representatives

## Idox Geospatial

Farnborough, hybrid - office with some home working

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### About the role

Idox Geospatial (aka EMAPSITE) deliver data solutions and insights to valuable problems by using mapping data to help customers understand issues with their assets, manage risks and make sustainability improvements in their businesses. We are inventing new solutions in Cloud based applications and data streams and beginning to unlock the opportunities in machine learning. We have a thriving online map store that is #2 in the UK market, with many proven products and multi-year customer relationships in the public and private sector. Our net promoter score is high, ranging +34 to +60 and we have great customer feedback on our service levels.

The role of **Sales Development Representative** (SDR) is an essential part of the Sales team; you will handle an assigned group of existing customers and in particular supporting them through annual renewals. You'll also generate opportunities from the assigned and wider core client base and growing registration roster by building client and prospect relationships, engaging them in relevant conversation and passing qualified leads to the sales team. In addition, you'll be handling inbound enquiries and following up requests for quotations with the ever present view to uncover opportunities for growth.

The role of SDR provides the perfect platform to build a successful career at EMAPSITE and the wider Geospatial Division in Idox plc, to progress into account management and solution sales building strong client relationships. The EMAPSITE resourcing policy is to promote first from within as a preference, and from day one you'll have a buddy or mentor, and a career development plan to guide you through probation and beyond.

### Key responsibilities:

As a Sales Development Representative, you'll be pro-actively working to create sales opportunity through a 'multi-touch' sales strategy, engaging with our new registered users via phone, MS Teams, LinkedIn and email to identify the best opportunities for growth. This means cultivating customer relationships, spotting risk as well as opportunity, closing pending and quoted orders and encouraging upsell of Idox Geospatial and EMAPSITE products and data.

You will also need to ensure that all correspondence and opportunities are documented on Salesforce in line with our sales governance process and that you work closely with the Business Development Management team to communicate all intelligence gleaned as a result of the discussions you have had with potential and existing customers. Day to day activities will include:

- Outgoing calls to customers, new registrations, and prospects.
- Manage multiple tasks/sales campaigns across week to KPIs
- Update Salesforce with activity
- Work closely with Core Business BDMs and Customer Operations to ensure optimum client approach
- Attend in-house sales training events and sales meetings to advance potential
- Attend and report outcomes weekly or as requested

**Idox. Do more.**

- Adherence to Idox Information Security policies and protocols.

## To be successful, you should bring:

- Experience of selling online platform services or web apps on subscription or PAYU basis
- Commercial B2B services experience
- A fluent, natural phone manner, articulate with excellent attention to detail and active listening skills
- An astute approach to sales, with commercial nous
- Professionalism; be punctual, reliable with understanding of the sales lifecycle and business basics
- Social media savvy with experience of use of Salesforce or similar CRM application
- Ability to adapt quickly and confidently to changing priorities and deadlines, in an agile environment, at pace
- Personal responsibility for your own results by organising work effectively
- Evidence of a track record for building and converting sales opportunities
- Enjoyment as a collaborative team player in sales.

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## About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments. Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

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## Our Values



### Dynamism

We shape our future



### Responsibility

We are accountable for our actions



### Integrity

We do the right thing



### Valued

We value each other



### Excellence

We set the benchmark for quality

# DRIVE

The core values taking us forward

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## Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

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## Our Benefits



### Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



### Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



### Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



### Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



### Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



### Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



### Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

## How to apply

**Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to [join.us@idoxgroup.com](mailto:join.us@idoxgroup.com)**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

## Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>