



CAREER OPPORTUNITIES

Job Description: Sales Operations Manager

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Sales Operations Manager to join our UK team.

THE OPPORTUNITY:

We're looking for a Sales Operations Manager to strengthen PCI Pal's commercial performance and GTM effectiveness.

Reporting to the CFO, you'll partner with the CRO, Sales, Finance, the Senior Salesforce Administrator and Marketing teams to improve forecasting, planning, systems, and sales execution. You'll blend strategic insight with operational rigour by designing and implementing processes, and delivering the data and reporting that guide decision-making.

This is a hands-on, high-impact role for someone who thrives on driving clarity, discipline, and measurable growth across a global sales organisation.

The successful candidate must be within commuting distance to London.

PRIMARY RESPONSABILITIES:

- Working in partnership with the Senior Salesforce Administrator to ensure data accuracy, adoption, and process efficiency.
- Streamline and document sales processes to reduce friction and improve productivity
- Support scalable growth by standardising sales processes, documentation, and handovers.
- Maintain data integrity across CRM and connected systems to ensure a single source of truth
- Integrate sales tools and enablement systems into Go-to-market operations.
- Partner with leadership to define and execute sales strategy and planning cycles.
- Support quota setting, pipeline planning, and market segmentation.
- Build dashboards and reports (aligning with the Senior Salesforce Administrator when needed) for insights and leadership reviews.
- Lead pipeline governance and forecasting cadences for accurate, data-led visibility.
- Track key metrics (bookings, ARR, conversion, deal cycle, productivity).
- Identify sales trends and performance gaps to drive improvements.
- Work with CRO and Sales Leaders to align on strategy and performance goals.
- Collaborate with Marketing, Customer Success, and Finance to ensure Go-to-market alignment.
- Support special projects, such as international growth or new product rollout, from a sales operation's lens.
- Present insights that influence strategic decisions and operational priorities.



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WE WANT TO HEAR FROM YOU IF YOU HAVE:

- 5+ years' experience working in Sales and/or Revenue Operations related roles, in a B2B SaaS business.
- Strong analytical and strategic mindset, with proven ability to turn data into action.
- High proficiency with Salesforce and business intelligence tools
- Understanding of sales processes, forecasting, and pipeline management.
- You balance strategic thinking with operational execution and thrive in a data-driven, scale-up environment.
- Experience collaborating directly with Finance and/or FP&A teams.
- Excellent communication and stakeholder management across functions.

NICE TO HAVES:

- Experience with BI tools (Tableau, Power BI, or SQL).
- Familiarity with pricing models, sales compensation, or billing systems.
- Exposure to product-led or usage-based revenue models.

IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme
- "Work from anywhere" 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the Recruitment Team recruitment@pcipal.com