

# Sales Development Representative

## Description

Hi there we're Glean. We make study software that improves your confidence and ability to learn. We're a SaaS scale up and one of the fastest growing tech companies in the North. There are 100+ of us around the UK with our HQ in Leeds. Our software is award-winning and used by 100,000s of students at over 800 universities & colleges worldwide. We're growing so we can achieve our mission to support 1 million students to become better learners by 2026. The role of Sales Development Representative: The Sales Development Representative (SDR) role is a springboard for ambitious, commercially-minded individuals. As a critical member of our B2B sales team, you'll be the first point of contact for potential customers, acting as a vital Glean ambassador. You'll leverage your positive attitude, communication skills, and deep understanding of customer needs to identify leads, establish conversations, qualify and nurture them, ultimately helping solve problems and accelerate our growth. Meet the team: The Glean Sales team is made up of two areas that work seamlessly together: Our Account Executive Team consisting of one Account Executive and two Senior Account Executives. And our Sales Development Representative team, led by our SDR Team Lead (Scott) and supported by our two Sales Development Representatives (Elliott & Jordan). Together, our team focuses on North American Higher Educational sales, led by our Sales Manager (Issy). What you'll be doing: Prospecting: You'll be finding high-quality leads, utilising various techniques like cold calling, email outreach, and social selling to connect with our ideal customers. Qualification: You'll understand potential customers' needs and challenges, ensuring Glean would be a good support for their students. This involves conducting discovery calls, asking questions that align with the MEDDPICC sales method, and gathering information on market trends and news. Relationship Building: You'll build rapport with disability services professionals, becoming a trusted advisor and generating excitement about Glean. Pipeline: You'll progress qualified leads through the sales funnel, scheduling demos with Account Executives and ensuring a smooth handoff. Data: You'll leverage data and analytics to track your progress, measure success, and continually refine your approach. Collaboration: Throughout this process, you'll collaborate closely with the Sales Development Representatives, Account Executives, and the Demand Marketing team. This collaboration will involve identifying strategic targets for outreach and developing targeted prospecting sequences. Your first 3 months

- Week 1-2: Getting to grips with Glean, the market and our systems and processes. Introductions to your immediate SDR team and the wider sales and marketing teams.
- Week 2-4: You will have begun making your first calls and emails to prospects, getting to learn about the market from the market, and you will be making that unforgettable first booking!
- Month 1-2: You will be increasing your knowledge and confidence within the market through call role plays, team call feedback session and sales training. You will also begin to start writing your own email sequences. You'll have a good understanding of the CRM, and you'll be on your way to hitting target.
- Month 2-3: You will continue to develop your knowledge and skills, building on the training you have received in the first two months. You will prospect your own leads and run your own email campaigns that will contribute to you hitting or surpassing your monthly target!

About you: Essential: Exceptional communication skills, both oral and written, coupled with excellent listening skills and a positive and energetic phone presence. Self-motivated with a diligent work ethic and excellent organisational skills. Ability to work independently as well as part of a team in a fast-paced environment. 1+ years of sales or customer service experience A passion and focus for sales and a drive to succeed Bonus / Nice to have: Experience in our SaaS/EdTech (or a similar B2B space) Familiarity with Hubspot CRM

## Hiring organization

Glean

## Job Location

Leeds, England, United Kingdom

## Base Salary

\$ 60000 - \$ 105000

## Date posted

June 8, 2024

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Salary and benefits: £23,000 – £26,000 dependent upon experience (OTE up to £33,000) 33 days annual leave (Inclusive of bank holidays) 3 gifted days off at Christmas Generous individual learning and training allowance Hands on Sales training delivered by our in-house experts Truly flexible hours to suit when you work best Full home working set up and beautiful collaborative office space Nomad working policy with family travel insurance Enhanced 26 weeks maternity and 4 weeks paternity (fully paid) Health cash plan (from glasses to massages) 6% employer pension contribution Location: We have a beautiful office space in Leeds and we love it when we get together to collaborate in person. Our preference for this role is hybrid working, however we may be able to support remote working within the UK, if you live more than 50 miles from the office. We will discuss ways of working with you at interview however if you have any questions before you apply please reach out to recruitment@glean.co What to expect next: We'll review your application and provide a response within 1 week. Even if it's not the news you'd hoped for, we appreciate it's good to know either way. If we invite you to meet with us for interview, here's an overview of what the process will look like: Screening interview with someone in our Recruitment team (30 minutes). First stage interview with the hiring manager and another Glean colleague (1 hour). Final stage interview which includes a 1 hour culture and values interview, plus a 30 minute task. You will be meeting with the hiring manager and one of the Executive Team. Ahead of your interview you will receive a confirmation email outlining who you'll be meeting and when, anything you'll need to prepare in advance and any resources we think you might find helpful. Interested in learning more about a career at Glean? Here are a few further resources: About Glean Working at Glean Blog The Glean Study Tool Not quite the right role for you however you'd love to be a part of Glean's journey? Let's connect! Reach out to recruitment@glean.co and we'll add you to our network, to keep you updated with any future opportunities we think you might be interested in. Applicant Privacy Notice We think it's important that you understand how we use and handle your personal information, so here's a link to our privacy notice. By submitting your application, you're confirming that you've read and understood this notice. Please mention the word \*\*GEM\*\* and tag RMy45MS4xOTYuNTE= when applying to show you read the job post completely (#RMy45MS4xOTYuNTE=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)