



# ESPA Sales Operations Manager Internship (GOPBM2405)

## Apply here

### Start date

Flexible within the next 3 months

### Duration

6 months

### Languages

Good spoken and written English levels are required (B2 onwards)

### Location

London, England  
Is the capital and largest city of England and the United Kingdom. One of the world's most visited cities, it is steeped in history and culture. A city where you can eat fine food and experience great times, it has something for everyone.

### Are you eligible?

Are you a registered student?  
Or

Are you eligible to participate in the Erasmus+ programme?

### Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

### Role

This is a fantastic opportunity for a people minded student studying Business Management to gain valuable management experience working in this fast-paced disruptive tech courier company. Mentored throughout you will be assisting in a whole range of duties including: managing customer service and live operations (for example dispatching couriers), booking and planning deliveries and dealing with or directing sales leads. So, if you are an organised and sociable multitasker who can work under pressure, then this challenge could be the making of you. You will also be expected to study and understand all of the above processes with the aim of directing our development team in further optimising and eventually automating these tasks.

### Tasks

You will be assisting in the following tasks;

- Using customer service software to respond to and manage inbound customer service queries, both from our customers and our couriers
- Managing daily operations as part of a team and at times, independently, including overseeing operations to make sure everything is running smoothly
- Courier recruitment, checking documentation, organising and holding training sessions as well as improving and updating training process
- Spending allotted time managing specific client accounts including: grocery deliveries, catering and multi-drop
- Supervise couriers to ensure a 100% delivery success rate
- Managing finances in relation to live operations, reviewing data to ensure correct administration

### Desired Skills

- Optimise candidate experience from initial contact through to start date
- Act as main point of candidate contact answering role and process-based queries
- Screen CVs, contact students, arrange interviews for colleagues with candidates
- Liaise directly with host companies to determine the right intern attributes needed
- Manage multiple diaries and ensuring all correspondence is managed effectively
- Updating and maintaining our CRM based Applicant Tracking System
- Support the internal training and development programme and aid its delivery
- Other activities that would bring a fulfilling internship in all aspects of this work
- Be a key part of the happy, hard-working ESPA team

### The Host Company

This host is rapidly becoming the number 1 courier company in London using new disruptive technologies to get ahead of the game. Using their pioneering platform to automate much of the operational side, they are constantly improving with the aim of delivering industry-leading customer experiences. Working with clients such as Selfridges, Deliveroo and Marks and Spencer this company is really going places.