

**Global Company Group**  
**Head of Customer and Sales Operations**  
**Permanent**  
**Central London**  
**£ Highly Competitive + Great Benefits**

A heavyweight opportunity as Head of Customer and Sales Operations with a Business Group with global brands. In the Head of Customer and Sales Operations role you will own the sales operations and planning, customer service, digital systems and go to market enablement.

### **Key Responsibilities**

Work closely with Business Planning and Sales team to manage demand and customer requirements across European markets.

Coordinate with Operations to align demand planning with inventory and shipping timelines.

Lead and develop the Customer Service function, managing Customer Service Managers and a pan-European team of Customer Service Executives.

Ensure high service levels and issue resolution across Key Accounts, Distributors, and Self-Service Accounts.

Support the seamless onboarding of new customers and partners, ensuring consistent service delivery across all touchpoints.

### **Qualifications and Experience**

- At least 7-10 years in the same role within sports, fashion or lifestyle sector.
- Strong leadership skills and systems experience
- Ideally, experience across European markets

### Success Talent Diversity & Inclusion statement:

We recruit by merit on the basis of fair and open competition. Success Talent embraces diversity and promotes equal opportunities.

**We regret that due to the volume of applications, only successful applicants will be contacted.**