

## Performance Manager (Call Centre & Salesforce)

### Description

**Job Title:** Performance Manager (Call Centre & Salesforce)

**Location:** Redditch

**Salary:** £40,000

We are seeking an experienced Performance Manager to join our client in Redditch. This role is ideal for someone with a strong background in call centre environments, who excels at analysing performance data and driving continuous improvement.

### Key Responsibilities:

- Monitor and analyse performance metrics across all departments to identify trends and areas for improvement
- Extract and interpret data from Salesforce dashboards to support decision-making
- Lead performance improvement initiatives and support operational changes
- Work closely with management teams to optimise processes and increase efficiency
- Provide insights and recommendations based on data analysis

### Key Requirements:

- Proven experience in a call centre environment, ideally in a performance-focused or managerial role
- Experience overseeing and supporting systems changes within an operational environment
- Strong hands-on experience with Salesforce, including dashboard reporting and data extraction
- Advanced Excel skills for data analysis and reporting
- Highly analytical mindset with the ability to turn data into actionable insights
- Excellent communication and stakeholder management skills

### What's on Offer:

- Competitive salary of £40,000
- 25 days annual leave, increasing with service, plus your birthday off
- Opportunity to make a real impact on operational improvement

If you are passionate about data, performance optimisation, and driving measurable results, we would love to hear from you. Immediate interviews are available.

### Hiring organization

Elliott Recruitment

### Employment Type

Full-time

### Duration of employment

Permanent

### Job Location

Redditch

### Date posted

17th April 2026

