

# Operator Relationship Executive (6 Month FTC)

## ROLE PURPOSE

This role is for someone who is driven and ambitious looking to join a successful team assisting in growing our global portfolio and developing long term relationships with our clients. The role reports into the Head of Operator Relationships and will interact with all areas of the business.

## KEY RESPONSIBILITIES

- Target potential providers that we currently do not work with to identify possible future partnerships – developing relationships with the key decision makers in the business.
- Create an on boarding process for any provider willing to work with us and manage your pipeline to forecast conversions and success.
- Manage and exceed all KPIs and targets set
- Support our clients with the use of our portal and provide feedback on development areas.

## BACKGROUND AND EXPERIENCE

- To be considered for the role you will be a strong individual with a passion for selling, building relationships and a track record in over target performance.
- Proven cold calling experience and account management skills with a track record of developing a customer base.

## KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Excellent customer service skills and communication
- Self-motivated and driven with a positive attitude
- Business focused
- Strong at working and performing within a team
- Excellent negotiation skills and ability to close business
- Ability to work independently and use own initiative to get the job done and achieve the best results
- Confident when dealing with clients and attending network events where necessary
- Organised and strong administrative experience

# Working at Instant

## About The Instant Group

Whether it's market volatility, AI, digital connectivity or the rise of the millennial, we are seeing fundamental changes in how and where we work. **These changes are accelerating.**

We are a workspace innovation company that enables our clients to navigate continual disruption with continual transformation. Our flexible workspace solutions inject enterprise agility, strengthen brands, attract talent, nurture collaboration, reduce cost and drive EBIT performance.

This moves beyond 'workspace as a service' to workspace as a platform for growth, creating unique environments where people, place and performance converge. The Instant Group is **Rethinking Workspace.**

Established in 1999, The Instant Group has achieved 23% compound growth over the past 4 years and continues to expand with private equity funding from MML Capital in 2012. It has offices around the world including London, Berlin, New York, Hong Kong and Sydney and employs more than 150 staff.

## A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been consistently rated as one of the best small companies to work for by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

## The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

**For more information please contact Alice Mitchell:**

alice.mitchell@theinstantgroup.com  
+44 20 7298 0616  
www.theinstantgroup.com  
www.instantoffices.com