

EMEA Account Manager - Broking

ROLE PURPOSE

Instant are looking for an EMEA Account Manager to join our Broking team in our London HQ in a new role focusing on the African market. This role will suit an individual who is a driven and tenacious and that possesses a desire to exceed and thrives in a telesales environment. You will be accountable for ensuring you achieve personal sales targets on a monthly basis and need to be a strong team player and self-starter.

We're looking for someone with an entrepreneurial flair who enjoys working in a fast paced yet rewarding environment and is motivated by excellent customer service.

KEY RESPONSIBILITIES

- Proactively following up all assigned serviced office opportunities for requirements resulting from incoming internet and telephone enquiries for Africa.
- Responsible for hitting daily activity KPIs, including call and viewing targets.
- Creation of reports and qualification of prospects to set up viewings for prospects and sell serviced offices and the concept to them
- Responsibility for particular geographic areas and becoming an 'expert' in these areas and feeding back to the team on these markets
- Drive key operator relationships through enhanced relationships
- Build commercially driven relationships with operators and building out on key whitelabel partnerships
- Proactively following up all assigned serviced office opportunities for requirements resulting from incoming internet and telephone enquiries in Africa
- Develop business in line with company objectives and monthly targets
- Planning time effectively to prioritise development of target sales
- Build a strong and accurate sales pipeline
- Be accountable for weekly and monthly forecasting
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BACKGROUND AND EXPERIENCE

- Be fluent in English - Business level.
- Being fluent in other languages would be advantageous but not essential
- We are looking for someone of a graduate calibre with a can-do attitude, eager to learn and develop new skills.
- Graduate and beginner profiles will be considered
- Experience in managing and delivering KPIs in line with company objectives would be advantageous but not essential
- Experience in the recruitment or property sectors would be advantageous but not essential

KEY SKILLS AND COMPETENCIES

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

- English speaker on a business level
- Strong individual with passion for selling and closing business along with excellent customer service skills
- Self-motivated and driven with a positive attitude
- Ability to work in a client facing role in meeting Whitelabel and operator partners
- Business focused and a forward thinker

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- Strong at working and performing within a Team
- Eager to learn and develop new skills
- Ability to work independently and use own initiative to get the job done and achieve the best results
- Ability to work within a competitive environment whilst supporting colleagues and offering advice and help
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MEASURES OF SUCCESS AND KEY STAKEHOLDERS

KPIs

You will be accountable for achieving set monthly KPIs and targets outlined below:

- Monthly deal target
- Monthly net target
- Monthly viewing targets

Stakeholders

Internal

- Team leader
- Operator Relationship Manager
- Head of Broking
- Broking team (online and Corporate)
- Operator Relationship Team

External

- Partners
- Operators
- 3rd parties

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:

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- 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:

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