

ACCOUNT MANAGER – BROKING

ROLE PURPOSE

The Instant Group is looking for an Account Manager to join our online sales teams in our Newcastle office. This role will suit driven, tenacious individuals that possess a desire to exceed and thrive 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 people with an entrepreneurial flair who enjoy working in a fast paced yet rewarding environment and is motivated to complete sales and by excellent customer service.

KEY RESPONSIBILITIES

- Proactively following up all assigned serviced office opportunities for requirements resulting from incoming internet and telephone enquiries.
- 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
- Develop relationships with the operators and keeping in touch to ensure updated deal reporting in place
- Develop business in line with company objectives and monthly targets
- Planning time effectively to prioritize development of target sales
- Build a strong and accurate sales pipeline
- Be accountable for weekly and monthly forecasting

BACKGROUND AND EXPERIENCE

- We are looking for someone who has a proven track record of strong individual sales with passion for excellent customer service
- Have some experience working in a telesales team and delivering and exceeding KPIs
- Experience in managing and delivering KPIs in line with company objectives

KEY SKILLS AND COMPETENCIES

- Thrives in a fast paced, competitive atmosphere
- Strong individual with passion for selling and customer service
- Proven sales background and evidence of business to business selling
- Self-motivated and driven
- Business focused
- Questioning and challenging of what has come before
- A can do mentality
- Individual who can 'think' and 'do' – and isn't precious about getting his/her hands dirty
- Team player who is able to work on own initiative
- Ability to work at all levels/communicate at all levels
- Excellent negotiation skills and presentation skills

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

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

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

Internal Reports

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

External Reports

- Partners
- Operators
- 3rd parties

WORKING AT THE INSTANT GROUP

1.1 About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Amazon, American Express, Sky, Network Rail, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform Instant Offices hosts more than 11,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, New York, Dallas, Los Angeles, San Francisco, Hong Kong, Singapore, Kuala Lumpur, and Sydney, The Instant Group employs 200 experts and has clients in more than 150 countries.

1.2 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.

1.3 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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