

## Operator Relationship Executive

### 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

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

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 around 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.

Established in 1999, Instant delivers innovative workplace environments in over 110 countries for some of the world's largest organisations. The services that Instant provides include property search, benchmarking and research, workplace technology solutions, design and fit-out, management and M&E.

Instant 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 in London, Dallas and Sydney Instant employs more than 100 staff.

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.