

# Operator Administrator (3 month FTC)

## ROLE PURPOSE

This role will primarily be responsible for maintaining and updating our CRM system in order to maintain and present our building portfolio to the highest standards globally.

This role is critical in supporting the CRM system which supports specific areas of the business and to assist in providing up to date, accurate reports for both clients and the sales team. This is an opportunity for someone who is highly organised and has a keen eye for detail.

## KEY RESPONSIBILITIES

- Support the Operator Relationship Manager/Sales Manager to deliver reporting, KPIs and general support across the business
- Ensure that the inventory of centres is continually updated and Instant are listing new buildings as soon as possible after sign-up
- Manage and update listings in the CRM system to ensure availability of Instant listings on third-party websites
- Identify where listings need improvement or development and update them accordingly in order to maximize conversions.
- Building relationships with the operators – work with the whole Operator Relationships team to collect and update availability accordingly.

## BACKGROUND AND EXPERIENCE

- Strong background in administration
- Experience in working in a commercial environment
- Commercial awareness in day to day activities
- Excellent communication skills (both written and verbal) are essential in this role and we will be looking for evidence that you will easily be able to pick up our tone of voice and communicate this yourself once on board
- Experience of dealing with corporate contents and building good professional working relationships, internally and externally

## KEY SKILLS AND COMPETENCIES

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

- Strong working knowledge of MS Office – Outlook, Word, and Excel and good general IT skills
- Be confident to communicate ideas and information to people across the business globally and with people externally
- Highly team spirited with a positive attitude, capable of working using sound initiative and the confidence to overcome objections
- Exceptional organizational, prioritization and time management
- Attention to detail, with a keen eye for process improvement
- Analytical and ability to solve problems

## **MEASURES OF SUCCESS AND KEY STAKEHOLDERS**

### **KPIs**

- Response times – for example new centres to be added within 48 hours
- Accuracy of data uploaded and created
- Feedback/ratings from sales team and Operator Account Manager

### **Key stakeholders:**

- External – Operator Relationships
- Internal – Australian Sales team, Operator Relationships Team

# 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