

# 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

## 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.

## 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:

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