

# Senior Operator Relationships Manager

## ROLE PURPOSE

This role is key to our business and is responsible for building relationships with our Operator partners to drive strategic growth in our performance with these partners. The Senior Operator Relationships Manager will be responsible for ensuring that The Instant Group is performing as the Number 1 Flexible Office specialist in the world for both our clients and Operators and will work very closely with all sales teams across the business to achieve results.

## KEY RESPONSIBILITIES

- Work closely with the Director of Operator Relationships to provide support to the wider business and drive activity with the UK/EMEA Operators.
- Develop Account management plans with the Operators to ensure that Instant has the strongest position in the market and the sales process is streamlined, ultimately driving performance.
- Meet invoicing queries/disputes on behalf of the transactional teams and resolve any payment issues.
- Identify key opportunities for Instant to work closely with our Operator partners to drive more revenue
- Work closely with marketing to ensure that Instant are receiving leads to support Operator expansion and growth as well as supporting the marketing team with relevant data and market information to support the overall business marketing strategy.
- Be able to use Instant data strategically and be able to present information to external clients in a way which shows the added value of working with Instant.
- Track and report monthly activity internally and externally displaying financial performance and monitoring conversions.
- Manage a small team and supporting the Director of Operator Relationships to ensure the team are working well and performing to the best of their ability.

## BACKGROUND AND EXPERIENCE

An ideal candidate will have a good understanding and experience in the Flexible Workspace Industry, but this is not compulsory.

- Face to face sales experience
- Management experience
- Demonstration of working with Senior positions (CEO/MD)
- Proven background in reporting at senior levels
- Understanding of the market

## KEY SKILLS AND COMPETENCIES

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

- Well organised
- Personable
- Demonstration of good CRM experience
- Good management skills
- Thinks outside the box and problem solving

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**Job Description**  
[Job Title Here]

- Excellent MS Office skills

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

- Operator Relations Team Performance
- Serviced Sales Team Performance (Enquiries, Viewings, Conversions)
- Performance with key Operator Partners
  
- MD- Online
- MD- UK & EMEA
- MD- Enterprise
- MD- Co-Lease
- Head of Marketing
- Director of Operator Relationships

# 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 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.

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 mind-set.

## The details

We pay market salaries and the right person will be offered a package according to their experience.

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

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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