

Sales Administrator

ROLE PURPOSE

This role will primarily be responsible for supporting the UK online sales team to ensure we are maximising on opportunities via our phone sources. They will work closely with the sales team and support our project teams across the wider business from an administration perspective.

This role is critical in providing support through organisation and administration to help grow our revenue streams.

This is an opportunity for someone who is wanting a flexible role that will offer career progression into a fast pace and growing dynamic business. This role will be based in our Newcastle office.

This is a full-time role and you will work a rota alongside other Sales Administrators covering the hours 7.30am till 7.00pm.

KEY RESPONSIBILITIES

The Sales Administrator is responsible for answering inbound calls which come through to Instant.

- Assist current Account Managers across the UK by answering inbound calls to Instant.
- Pre-qualifying our clients' needs and introducing to the appropriate point of contact to handle their requirement.
- Logging details of the call into Instant's internal CRM.
- Communicating with current account managers to ensure there is smooth communication regarding enquiries.
- Work with the sales team to gather feedback on enquiries and how to develop those.
- Run KPI reports and produce monthly updates on the call statistics
- Support our Sales and Operator Relationship teams with administrative tasks.

BACKGROUND AND EXPERIENCE

- Experience of dealing with corporate contacts and building good professional working relationships, internally and externally
- Business Administration experience preferred but not essential.
- Sales experience preferred but not essential

KEY SKILLS AND COMPETENCIES

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

- 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
- Minimum 5 GCSES (C and above)
- Knowledge of MS Office – Outlook, Word, PowerPoint and Excel and general IT skills.
- Be confident to communicate ideas and information to people across the business globally and with people externally.
- Commercial awareness in day to day activities
- 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

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 Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform Instant Offices hosts more than 12,000 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, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

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 rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales 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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