

Account Executive

ROLE PURPOSE

The Instant Group is looking for an Account Executive. Our Account Management team provides contracted services to dedicated clients supporting them with their flexible real estate and workplace strategy globally. Delivering an essential and accountable service, the team are responsive to clients' needs, supportive of decisions and challenge where necessary.

In addition, you will support our Corporate & Business Development teams with market availability reports to assist them in selling flex market solutions to new clients.

KEY RESPONSIBILITIES

- Proactively follow up all assigned serviced office opportunities for office requirements generated through our contracted client relationships.
- Responsible for creation of reports, setting up viewings for clients and updating the service providers.
- Develop close relationships with the service providers globally to ensure appropriate management of the prospective client, supporting them with pricing negotiations and suggesting innovative office options.
- Negotiating pricing, additional services and client specific terms with the service providers, both for new and existing locations.
- Develop your business in line with company objectives and monthly team targets.
- Within the role you will be expected to have a clear understanding of the industry sector, client needs and contractual terms.
- Positioning Instant Group as a strategic business partner, whilst creating a competitive advantage for both the client(s) and the Instant Group.

BACKGROUND AND EXPERIENCE

- We are looking for someone of a graduate calibre who has a proven track record of working as part of an excellent customer service delivery team.
- You will have a proven track record of strong sales support with a passion for excellent customer service. You will self-motivated, driven and have a strong commercial awareness.
- You will be well organized, be skilled at multi-tasking and have exceptional attention to detail.
- A passion for building relationships in a B2B environment and a track record of achieving targets.
- You must plan time effectively to prioritise correctly, build a strong and accurate sales pipeline and be accountable for weekly and monthly forecasting.
- You will be business focused with a 'can do' mentality, questioning and challenging appropriately, working and communicating at all levels of the business both autonomously and within a team. You will have excellent negotiation, communication and presentation skills.

KEY SKILLS AND COMPETENCIES

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

- This role will suit driven, conscientious individuals that possess a desire to exceed expectations and deliver an excellent client experience.
- We're looking for organised and efficient people who enjoy working in a fast paced yet rewarding environment.
- You will be a strong team player, but being a self-starter is essential.
- Detail orientated.
- Personable and capable of building strong professional relationships via telephone & face to face.
- Excellent communication skills.

Job Description
Account Executive

- Skilled at multi-tasking and prioritising tasks.

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

Individuals are measured on report outputs, client and stakeholder feedback, contribution towards team targets, revenue generated, to which they have contributed support.

Key stakeholders

- Accounts, Team Leader, Newcastle
- Account Directors
- MD Accounts & MD, UK & EMEA

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 around 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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