

Client Development Manager

ROLE PURPOSE

This role reports to the Client Development Director within the Serviced Office Transaction's online department. They will be responsible for managing and developing existing customers or enquires across the US who we helped with office space, as well as liaising with ones that we didn't to get them back out to market. You will be identifying opportunities within our existing client database, as well as our lost/lapsed enquiry data with a view to develop profitable long-term relationships and support the broker teams across the US. You will also get to be expected to do some face to face and learn the local market.

KEY RESPONSIBILITIES

- Responsible for out bound call activity to both cold and warm clients to generate flexible office requirements.
- Responsible for developing and maintaining key strategic relationships with Instant's key partners.
- Responsible for hitting daily activity KPIs, including call and key conversion metrics.
- Develop business in line with company objectives and monthly targets
- Planning time effectively to prioritize development of target sales
- Learn how to send out reports that inform our clients of what is currently in the market

BACKGROUND AND EXPERIENCE

- A candidate with proven outbound business development experience within a B2B environment.
- We are looking for someone who has a proven track record of strong individual sales with a passion for excellent customer service
- Experience in managing and delivering KPIs in line with company objectives
- Experience in a high outbound sales environment is preferable.
- Can speak both Mandarin, Malaysian and English and has used these languages in previous jobs at a good level.

KEY SKILLS AND COMPETENCIES

- Thrives in a fast paced and competitive atmosphere with passion for selling and customer service
- Proven sales background and evidence of business to business selling
- Self-motivated and driven
- Team player who can work on own initiative
- Ability to adapt and improve a process with a desire to increase performance
- Confident in speaking to and negotiating with all levels of people within the corporate setting (office manager to CEO)

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

- Consistently achieving monthly revenue targets and KPIs
- Maintaining client relationships to encourage future business
- Early identification of future corporate accounts

Key stakeholders

- Operators
- Corporate accounts/ BD/ Managed solutions
- Department Director

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 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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