

# Team Assistant – Account Management - FTC

## ROLE PURPOSE

To take a proactive approach to completing and pre-empting all the administration duties required to ensure the busy Account Management Team functions.

## KEY RESPONSIBILITIES

### Team and Sales Tracking

- Working closely with the Commercial Manager to ensure accurate tracking of the Account Management activity against targets. Including analysis of sales conversion, activity, performance, sources, length of time to close etc.
- Pulling together weekly and monthly sales reporting packs and analyzing the key trends and data shown in these reports.
- Excellent track record of utilizing excel and demonstrated ability of sales trend analysis essential.

### Meeting Preparation

Preparing in advance the appropriate analysis, reporting and information for the Account Management internal meetings.

### Salesforce.com

You are the team Salesforce.com champion! Your main focus is to continue to improve user adoption through regular Salesforce.com 1:1's and drop-in clinics. But you will also be responsible for working with the IT department to continuously improve the system to work more effectively and efficiently for the team.

### Supporting the sales process

- Through the whole process from enquiry to deal and ensuring that the process is being adhered to and improved in all areas.
- Particularly through the crucial deal closure stage to ensure finance have all relevant information in order to process deals.
- Organising and sometimes delivering training to the Account Management team members, particularly in relation to Salesforce and the sales process.

### Administration and Team Support

- Document collation and production
- Executive pack production, assisting with client presentations, pitch packs, business plans and training documentation.
- Organising internal and external meetings including client meetings and team away days.
- Business Travel Organisation, including itinerary collation.
- General Administration including but not limited to expenses, post, holiday recording, birthday cards etc.
- "Go to" person for the Account Management team particularly being the Head of Account Management's right hand person.

- Project management of key operational changes and sales process improvement initiatives for the Account Management team.

## **BACKGROUND AND EXPERIENCE**

- Experience within a B2B sales team preferable, with a good understanding of a solutions based sales process with an analytical and inquisitive mind.
- Must be organised and possess a track record and high level of administration ability.
- Strong communication skills, as liaison with clients and colleagues is a large focus within the job.
- Must be proficient in Microsoft Office and Salesforce.com.

## **KEY SKILLS AND COMPETENCIES**

A natural self-starter requiring limited support from colleagues and with an ability to prioritise important and urgent tasks. To get the most out of this role the candidate will be ambitious and hard working with the desire to learn about and be involved in the management of a Sales Team.

- Very organised
- Demonstrates and uses initiative to get a job done with little direction.
- A good communicator internally between Operations, Sales, Finance and other areas of the business while also communicating well with clients, business partners and suppliers.
- Accuracy and attention to detail
- Enthusiastic and helpful
- Good at multi-tasking
- Personable and friendly
- Versatile
- Uncomplicated and calm

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

- Fulfilling the Account Management administration tasks on time and to an excellent standard.
- Managing and prioritising time effectively to ensure the busy Account Management team functions efficiently.
- Improving the team's Salesforce.com adoption rates.
- Becoming the lynch pin of the team - integrated into the heart of Instant and helping to embed the Instant culture and values.

### **Key stakeholders**

Internally you will work as part of the Support team and will work closely with the Account Management team. Externally you will have a proven track record of communicating with C-level executives in a professional and efficient manner.

# 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 11,000 companies a year in flexible workspace such as serviced, coworking or managed offices including Amazon, Barclays, Prudential, Booking.com, Shell, Capita, Serco, Teleperformance and Worldpay making it the market leader in flexible workspace.

Its listings' platform [www.instantoffices.com](http://www.instantoffices.com) hosts more than 15,000 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.

In 2019 Instant acquired Incendium Consulting Ltd, an independent corporate real estate consultancy that provides large real estate services procurement, consulting, talent and change management programmes to blue-chip clients. Together, Instant and Incendium give clients access to independent market-leading consultancy, world class data and delivery options that transform their approach to workplace in what is a truly distinct offer in the market.

With offices in London, Newcastle, Berlin, Budapest, Haifa, Istanbul, Paris, Dallas, New York, San Francisco, Hong Kong, Kuala Lumpur, Singapore and Sydney, Instant employs 300 experts and has clients in more than 150 countries. Instant is ranked #28 in the 2019 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 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.

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**Job Description**  
**[Job Title Here]**



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