

**Sales Support**

**Reports to:** Nicki Bedford

**Location:** Hybrid

**About Concerto**

Part of the Bellrock Group, Concerto has been a market-disrupting innovator of cloud-based software since 2004, delivering market-leading CAFM/IWMS solutions. Based in Stockton Heath, Warrington and Leicester, our technology is trusted by household names, such as John Lewis & Waitrose, Wagamama and University of Oxford, along with many other blue-chip and public sector organisations who rely on our technology to monitor and manage all aspects of property asset information, processes and risk.

Concerto is a well-established business with a solid financial base but has the agile mindset of a start-up. Having proven our technology in a highly competitive landscape and recently acquired new owners/investment, Concerto has plans to scale the business significantly.

**Sales Support**

Concerto is a fast-growing company, with fast growing, proactive sales and marketing department. The Sales Team (Sales & Marketing Director, BDMs; Bid Manager and SDRs) require sales administration support to allow them to proactively manage customers and attending a busy diary of meetings and events. We are looking for a super-efficient Sales Support Administrator to support our sales team.

**Key Responsibilities & Critical Success Measures**

* Provide admin support to the wider team, including but not limited to:
  + Bid support for the Bid Manager
  + Research prior to meetings
  + Pulling customer documents together based on templates
  + Chasing customers for prompt onboarding
  + Updating HubSpot our CRM on behalf of the sales team
* Helping with event organisation where required, arranging couriers etc where needed to get event equipment to the right place at the right time
* Conducting market research and adding prospect data to HubSpot
* Manage the sales inbox. Whereas the SDR Team will pick up incoming leads, the other emails need sorting and forwarding as appropriate throughout the day
* Support the Meeting process by creating invitations, slide decks with the support of Marketing, and tracking meeting progress.
* Help with the reporting and forecasting from HubSpot, creating dashboards, reports and analysis on team performance against targets and KPIs.
* Support the Sales and Marketing Director as required with administrative tasks.
* Support the BDMs with administrative tasks related to pipeline management and deal closure.

**Skills & Qualifications**

*Essential:*

• Exceptional verbal and written communication skills

• Proven work experience in an administrative role

• High attention to detail

• Excellent organisational and multitasking skills

• Ability to prioritise own workload

• Proficient in Excel, Word, and Outlook

• Confident with working in a busy environment

*Desirable:*

• Being confident, thorough and collaborative

• Experience in a busy working environment

• Experience of working successfully in a team and also individually

• Communicate effectively with third parties

• Background in SaaS

**EMPLOYMENT ACKNOWLEDGEMENT**

This job description is intended to describe the essential job functions of this position and is not intended to be an all-inclusive statement of job responsibilities.

I have read, understood and am able to perform the duties within the job description. I have received a copy of this form.

**Employee Name**………………………………………………………… **Date**…………………………………..

**Employee Signature**……………………………………………………………………………………………………