



Sales Support Executive - Job Description

Job Title:	Sales Support Executive		
Department:	New Business	Reporting To:	Head of Business Development
Location:	Bermondsey Street, London, SE1 3UZ	Salary range:	tbc

About REaD Group:

REaD Group is the UK's largest independent data- driven communications group. Occupying a unique position in the marketing landscape, it can tell its clients more about the UK population than any other company – and what to do with this information. REaD Group combines Data, Knowledge and Insight to create deeper longer lasting relationships that in turn leads to more profitable business for all.

Purpose of the Role:

Reporting to REaD Group's Head of Business Development, you will work within the New Business team to help support the team's administrative work, taking on a range of tasks which are both internal and client facing as your role develops. You will engage directly with each team member to assist on key accounts and opportunities, taking on responsibility for completing client requirements and ad-hoc requests from the New Business team.

You will be key liaison with Finance and Operations teams to ensure that processes are managed to agreed Finance standards.

This is a pivotal role within REaD Group as you will help the New Business team operate more efficiently in order to help generate more revenue for the business, whilst ensuring that our business processes are upheld.

Duties and Responsibilities:

New Business team – Order support

- Attend and take minutes at New Business team meetings.
- Support the fulfilment of orders including: Order briefing, raising of order confirmations, running of counts and liaising with the production, finance and insights functions within the business.



- Take responsibility for ensuring that approved company processes relating to order fulfilment are met.
- Be first point of contact with operations and finance on New Business orders.
- Understand data and Faststats to ensure that data counts, drive time and profiling tasks are completed efficiently and accurately.

New Business team – Order finance queries

- Troubleshooting and investigating financial queries regarding New Business team orders.
- Perform reconciliation processes on New Business revenue as part of month end.

New Business team – Marketing support

- Key liaison with Marketing team to ensure that appropriate sales documents e.g. proposal documents, presentations, work orders etc. are available for client meetings.
- Help ensure our CRM system and performance trackers are kept up-to-date.
- Work with individual sales people and marketing to support activities such as generating campaign lists, tracking attendance to events and ensuring post-activity follow-up.
- Assist colleagues with general administration when working remotely or on-site with clients.

New Business team – Client facing support

- Responding to client queries via email and/or taking calls for order requests.
- Liaison with Operations to assist with the transfer of data to clients and vice versa in accordance with Company policies and procedures.
- Liaison with Project Management office and Operations to ensure that client expectations regarding delivery timings for projects are managed.

Other

- Ad hoc preparation of the Commercial Director's expenses for submission
- Provide administrative support to the Insight team as require.
- Provide cover for front of house (reception, managing meetings, greet visitors) as required.
- Work closely with the Support Executive in the Account Management team to ensure that consistent standards are applied across the client-facing teams and that cover can be offered if required due to holidays or sickness.

Qualities for the Role:

- Demonstrable knowledge of order processing ideally in a data product environment.
- Demonstrable experience of working in a busy sales office.
- Strong numerical and analytical skills.
- Able to manage and prioritise workload effectively.



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- Strong written and verbal communication.
- Previous office admin experience (desirable).
- Previous experience working with a Finance
- Proactive mind set.
- Confident in using MS Office applications (including Excel, Word and PowerPoint).
- Ability to quickly become proficient with new applications and processes.
- Previous experience of managing a CRM tool.
- Process driven with good attention to detail.

Job Specific information:

- Working Hours: Full Time (09:00 – 17:30 Monday to Friday)
- 25 days annual leave entitlement per annum
- Eligibility to join Employee Benefits scheme on successful completion of 3-month probation

To apply please send CV and covering letter to HR@readgroup.co.uk