

HICKORY

Job Title: Senior Sales Administrator

Reports to: Client Services Director

The Role

We're looking for a super organised, commercially focused, Senior Sales Administrator to join our busy and bustling sales office in the West End of Edinburgh.

The Senior Sales Administrator is responsible for the provision of an effective administration service to the sales departments, delivered by meticulous adherence to process. You'll play an integral role to ensure the Client Services Department operates efficiently through the accurate and timely processing of sales related administrative processes, with all enquires and queries (internal and external) addressed promptly and thoroughly.

You will oversee the implementation of the customer journey, from enquiry through to contract in line with our Quality Management System and ensure that full compliance of our policies and procedures are met. Reporting is a crucial part of this role. We have a sophisticated and intuitive CRM, which supports digital management of the customer requirements – and as part of this role the lead management and tracking of our lead performance is an essential component, ensuring the client services teams have everything they need to convert enquires into sales, and to effectively manage the customer through the full customer cycle.

Key Responsibilities

- Leading on all aspects of the sales process, and administration from enquiry to consultation. For example, taking briefs and processing for developing of costs, briefing department, preparing proposals for the sales team, and processing through to contract and finance.
- Managing the sales tracking database, prospect pipeline and updating and reporting on accordingly including the follow up and tracking of sales opportunities.
- Collect and prepare data to provide relevant stats and KPIs on operations, performance and sales.
- Sending sales documents and proposals to customers and ensuring any queries are addressed.
- Review and approve commercial documents, contracts and invoicing and following through on any concerns.
- Accounting for all expenditure against each project/event, updating spreadsheets and software.
- Oversee CRM maintenance and compliance
- Compliance on our Quality Management System
- Accountability for weekly, monthly reporting and analysis
- Booking and scheduling sales appointments for the client services teams – using a wide range of platforms and methods i.e., Calendly, email, Teams, phone calls, text messages, FB Messenger and WhatsApp

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Key Skills/Qualifications/Experience

The person we are looking for must be an amazing system and process-driven person, with evidenced experience of working within a fast-paced, sales led environment, and must have the ability to prioritise, multitask and complete tasks within given timeframes and deadlines.

- Excellent administration skills, preferably within a quality management environment.
- Excellent IT skills – with SharePoint, CRM experience- training on our tech platforms will be provided
- Commercially focused and used to working with KPI's and sales targets
- Analytical and tenacious on lead tracking
- Passion for order and process
- Confidentiality
- Diplomacy
- Integrity
- Solid communication skills, both written and verbal
- Strong analytical, good at numbers, presentation and reporting skills to support effective communication
- Hold a current UK driver's license

About Hickory

We deliver showstopping food and drink experiences in incredible venues, locations and sites across Scotland, developing lasting partnerships.

Our values are embedded in our teams, instilled in our business and vital to our customers. Rooted in respect for our people, the places we work and our planet, we are driven to deliver the very best service we can for our customers.

That's how we operate, but our real motivation for what we do is the food, drink and amazing experiences we create for our customers. Our team are always on the lookout for local, seasonal, produce that inspires them to develop innovative and exciting menus and drinks lists.

Working for Hickory, you will join an award-winning team with a focus on quality in everything we do. We're passionate about training, learning, and developing our future stars, innovation and leadership from within. We aim to promote a culture of respect throughout the food, drink and events industry and to ensure 5* service, and product quality is delivered to our customers at every touch point.

We focus on quality, and we know that to attract a quality team we must look after our own, so we have created an enhanced benefit package that's flexible to suit the needs of our team.

HICKORY

The Hickory Way – Our Values

Bold

We make creative choices that inspire innovative opportunities for our clients, our teams and the industry. We own our choices, and they make us stand out from the crowd.

Genuine

We operate with decency, we are true to our word and build authentic relationships and experiences.

Respect

We treat others how we'd like to be treated ourselves. We have respect for our people, places and planet, and if we say we'll do it, we deliver it, exactly.

Partnerships

We take time to nurture relationships, collaborating in the most creative ways to find effective methods of delivering success.

Excellence

We go the extra mile to deliver on our commitment to quality work. Our training and development is second to none thanks to our all-encompassing quality system.