

Sales Administrator-circa £23k per annum plus benefits

We are reallymoving: The UK's leading online provider of quotes for home moving services, with over 2 million registered users. Each year 1 in 5 people who move to a new house use our services to simplify their house move and save money. We work with a UK-wide network of partners, which represents approximately £200 million worth of work for them per annum.

Our sister site is The Law Superstore: The UK's first comparison website for legal services. We're aiming to make it easy to find and compare legal services for services as diverse as making a will to getting a divorce.

Both our sites are dedicated to giving people the information they need to navigate huge life decisions, whether that's buying their first home, preparing a will or going through a divorce.

We put the customer first, giving them all the information they need to make an informed decision, whether that's price, reviews or helpful guides. We connect people with the experts they need, like conveyancers, lawyers, will writers, surveyors and many more. We focus on excellent UX, a high quality site, and we develop tools to make life easier.

Whatever life decision we're a part of for our users, we take that seriously and we want to make sure it's the best experience it can be.

Due to an internal promotion we are now looking for a full time Sales Administrator to support the busy Sales Team at reallymoving a leading comparison site in the home moving industry and The Law Superstore, our legal comparison website. This is a fun and fast moving team who have targets to meet, so your role is to work behind the scenes to help them reach their company-wide targets.

You will be required to attend the office in St Albans at least twice a week (subject to current Covid restrictions). For the remainder of your time you have the flexibility to work remotely from home.

About the role

Reporting to the Head of Sales this role will include the following responsibilities:

- Supporting our partners – solicitors, surveyors and removals firms across both of our comparison sites in making changes to their online reallymoving account. This could involve changing their email addresses, suspending their accounts, helping them to upload their pricing details and changing the UK regions they cover.
- You will work closely to support the Sales Team with loading up new partners onto the systems, so accuracy is essential. The system used is Pipedrive.

- Providing the sales team with lead data, researching new partners for the sales team to contact.
- Our partners receive reviews. Your role is to oversee these and approve within specific guidelines. Sometimes a review requires fact checking before publishing, so you will work with the relevant Sales Manager to liaise with the partner and the user.
- Reallymoving receives reviews on our own site, reviews.co.uk, Trustpilot & Google. You will monitor these and respond appropriately and when required.
- Monitoring and analysing the reviews to feedback to the team so we can see what things are going well, and where we can improve.
- Sometimes our partners need help re-sending a feedback link to a client or the client contacts us to request a feedback link. You will have access to our platform to facilitate this.
- Customers occasionally contact us directly, so you will be part of the team to respond appropriately to these enquiries. This could be via phone or email.
- You will be responsible for all your own correspondence.
- Answering the telephone and taking messages if the account manager is unavailable.
- Our partners sometimes request refunds or credits. You will be responsible for overseeing this automated process with the approval from the relevant Account Manager/Head of Sales.
- Supporting Sales Team with booking conferences, accommodation and helping organise stands.
- Assisting in the organisation of sales materials such as promotional give-aways at conferences.
- Contribute towards the organisation of office social events.

About you

Education/qualifications

- Educated to A level or equivalent with GCSE's in English and Maths.

Skills, knowledge and abilities

- Previous experience within sales administration, or a similar role
- Exceptional interpersonal and customer service skills
- Good written communication skills and an excellent telephone manner are essential.
- Advanced level of IT Literacy: Including confidence with Outlook and the whole Microsoft Office suite (Excel, Word, Publisher/Powerpoint)
- Aptitude and the enthusiasm to learn and use the reallymoving/TLS administration systems
- Ability to handle communication from users in a professional and effective manner
- Must be accurate with a high standard of attention to detail
- Must be able to work independently
- A sound knowledge of and interest in e-commerce
- Being flexible to help with other sales office admin duties if required

Motivation

Comfortable working in a highly collaborative environment, consistent with our company values.

We are:

- Ability to work on own initiative
- Willing to adapt and learn new skills

- You will also feel at home with our values;
 - **Customer obsessed:** We start with the customer and work backwards
 - **Ambitious:** We think long term, we think big and we value calculated risk taking
 - **Humble:** We are vocally self-critical and respectfully challenge others' opinions
 - **United:** We are one team
 - **We're people people:** We care about our colleagues and the communities we live and work in

What can we offer you?

- A competitive salary
- A discretionary annual bonus opportunity
- 25 days holiday per annum plus all 8 bank holidays
- An extra days leave when you move house (per annum)
- Flexible approach to hybrid working
- Pension Scheme employer matched up to 5%
- Free unlimited book allowance for work-relevant publications
- A generous annual training budget of up to £1000 Individual per employee for professional development including payment of professional fees
- Cycle to work scheme (We love cycling!)
- Eye Care voucher
- Free flu vaccinations
- Employee Assistance Programme 24/7 offering a confidential and professional helpline on various matters such as relationships, work, bereavement, stress, financial issues.
- Community day each year
- Regular social and team building events
- Our office is in the middle of historic St Albans central to shops, bars and restaurants
- To be surrounded by brilliant, talented and fun people in a growing business
- An opportunity to work with a growing brand and on a product with an ambitious roadmap
- An opportunity to work with advanced web technologies and be part of a culture that encourages innovation

What to expect from our recruitment process

- HR interview via teams-approx 45 minutes
- Technical Test – up to one hour
- Technical and Competency based interview– this will either be face to face at our offices in St Albans or via teams/zoom- approx. one hour
- Final Interview with Head of Department– this will either be face to face at our offices in St Albans or via teams/zoom-approx. 45 minutes

Reallymoving is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recognise the benefits of a diverse workforce which reflects the wider population and welcome applications from all sections of the community.

Sadly, we are unable to sponsor employment visas at this time and therefore we can only accept applications from candidates with the permanent Right To Work in the UK .