Job Description

Job Title:	**Business Support Executive UK, Ireland & Nordics**
Reporting to:	**Country Lead, UK**
Location:	**Swansea Office (Hybrid)**

Job Purpose:

To provide comprehensive business administration support to the UKINI Sale and leadership Team to enable the effectively delivery against agreed sales targets and KPIs.

The job holder will support the UKINI Team through best in class business support and admin processes to ensure queries through the sales and leadership team and are promptly dealt with; customer data is accurately recorded and updated on Salesforce; Sales meetings are effectively organised, and ad-hoc projects and tenders/bids are successfully executed.

Main duties and responsibilities:

Systems Administration:

- Maintain and manage internal database/systems, identifying any gaps and missing data between SANS systems, i.e. Linked-In, Salesforce, Tableau and capturing the updates.
- Set up/create customer accounts when required, building customer profile.
- Update sales information on customer/client portals where necessary.

Communications

- Act as first point of contact for UKINI sales queries for both internal and external parties, including students.
- Direct students outreach to monitor, track and feedback their SANS experience including coordination of our Workplace study programme.

- Review cyber industry news on a regular basis, updating the UKINI team with any relevant news items or publications.
- Reporting on and communicating client contract performance status on a regular basis to the sales and leadership team.

General Administration

- Set up and arrange internal and external meetings, liaising with meeting delegates, venues and facilities providers.
- Collate reports and presentations from UNIKI team members for distribution to the SANS Leadership Team members.
- Deal with sales invoice queries, expediting in a timely manner to ensure prompt payment and in some cases pursue payment with customer finance contact.
- Report on the status of purchase order paperwork to UKINI Team on a regular basis.
- Liaise with SANS Swansea Warehouse to order 'swag' for students and new starters.
- Manage and update UKINI shared Dropbox folders, ensuring an efficient data storage system.
- Produce relevant sales management information reports for UKINI Management Team and clients when required.
- Continuously review, update and improve SANS business processes.
- Manage and maintain SANS Sales' policies and procedures library.

Event Administration

- Manage event 'wait list' for each UKINI event.
- Communicate event changes to customers/students in a timely manner.
- Support the sales team to identify single bookings and ensure these are "touched by sales" and evident in Sales Force.

Project Administration

- Support UKINI sales team with tender preparation and application process, collating relevant documentation and ensuring timelines and submission deadlines are adhered to and met.
- Provide general administration support for ad-hoc projects and initiatives within the UKINI region.

Other

- Carry out any other business support related tasks as requested by the UK & Nordics Management Team.