



Job Description

Job Title: Business Support Executive

Reporting to: Business Development Manager, Mainland Europe

Location: Bonn, Rheinbach (Homebased) or Swansea (Office based)

Job Purpose:

To provide comprehensive business administration support to the sale and leadership team in Germany, enabling the team to effectively deliver against agreed sales targets and KPIs. The job holder will support the team in Germany 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.
- Monitor and manage sales inbox, responding to customer queries and forwarding relevant information to the sales team.
- Maintain and update customer databases and CRM systems with accurate and current information.
- Collaborate with the sales team to identify process improvements and streamline administrative workflows.

Communications

- Act as the first point of contact for sales queries in Germany for both internal and external parties, including SANS students.
- Direct students outreach to monitor, track and feedback their SANS experience including coordination of our Workplace study programme.
- Reporting on and communicating client contract performance status on a regular basis to the sales and leadership team.
- Collaborate with internal teams, including finance, marketing, and customer service, to ensure accurate and timely processing of orders and customer inquiries.

General Administration

- Assist sales representatives in managing day-to-day administrative tasks, including data entry, order processing, and customer information management.
- Prepare and maintain sales-related documents such as quotes, proposals, contracts, and invoices.
- Assist in organizing and executing sales campaigns and promotions by providing necessary administrative support.
- Support sales representatives in managing calendars, scheduling appointments, and prioritizing tasks to maximize their efficiency.
- Continuously review, update and improve SANS business processes.
- Manage and maintain SANS Sales' policies and procedures library.

Event Administration



- Coordinate logistics for sales meetings, events, and conferences, including scheduling, travel arrangements, and material preparation.

Project Administration

- Support 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 German region.

Other

- Stay informed about the latest developments in cybersecurity and training offerings to provide accurate information to clients and internal teams.
- Carry out any other business support related tasks as requested by the Management Team.

Person Specification:

- Educated to High school diploma level or equivalent.
- Computer literate and competent in using all Microsoft Packages to a high standard (Particularly Microsoft Excel).
- Experience of using any CRM systems previously.
- Ability to work under pressure, aligning and prioritising multiple demands.
- Proactive forward thinker, with the ability to use own initiative and work independently.
- A native German speaker, business fluent in German (both verbal and written).

To apply, please send an expression of interest and your CV to emea_hr@sans.org.