Job Description

SERTUS

Sales Support Executive

05.11.2026 | V1.2

Job title	Sales Support Executive
Department	Sales
Reports to	Sales Manager
Responsible for	N/A

JOB SUMMARY

To take on as much of the sales team's admin as possible, so the Key Account Manager and Internal Sales can spend their time on the high-value activities that win the most business.

KEY ACTIVITIES & RESPONSIBILITIES

- Manage and organise the main sales inbox, delegating enquiries and tasks – to the right person
- Manage the inboxes and calendars of the Key Account Manager and Internal Sales
- Book meetings and appointments with prospects and existing customers for the account managers
- Draft meeting agendas and other supporting documents for the sales team
- Take minutes and record actions for all sales meetings, and follow up actions to make sure they're completed on time
- Coordinate and host all customer visits to Sertus, including welcome, catering, gifts and minute taking
- Produce the main sales reporting, including pipeline, activity, orders and revenue, to support forecasting
- Log and track key sales activities for the account managers in HubSpot
- Handle correspondence with customers, including emails, phone calls and follow-ups on sales enquiries
- Work with the Sales Manager to review and improve sales admin and reporting processes

KPIS / SUCCESS CRITERIA

- Main sales inbox managed and enquiries delegated within agreed response times
- Sales reports delivered accurately and on time
- Key sales activities logged and tracked in HubSpot
- Number of meetings booked for the account managers
- Actions from sales and customer meetings completed on time

PERSON SPECIFICATION

- Target driven and hungry for success
- Not afraid to chase up and insist on team members completing agreed actions and tasks
- Confident with numbers and producing clear reports

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PERSON SPECIFICATION (CONT.)

- Familiar with MS Office, particularly Excel, and CRM systems; HubSpot experience desirable
- Calm under pressure and not easily stressed
- Able to move between several tasks quickly and accurately
- Reliable, and follows through on promises and decisions
- Well organised and able to prioritise own workload
- Friendly and assertive telephone manner