

Job Description

Job title:	Commercial Sales Assistant
Salary range:	£24,611- £27,598 per annum or (£28,811 - £31,797 per annum inc London weighting)
Reporting to:	Business Development Coordinator
Location:	Flexible within the UK, hybrid/homeworking (occasional travel to London required)
Budget responsibility:	No
Management responsibility:	No
Hours:	35 hours per week
Contract:	Fixed term contract until 31 March 2026

MAIN PURPOSE OF JOB:

The Commercial Assistant will be responsible for supporting the sales operations of a successful social enterprise, Living Streets Services Ltd (LSS), our trading subsidiary. Working closely with the Business Development Coordinator and Commercial Operations Coordinator, the postholder will provide assistance across the sales process for our range of products and services, such as *WOW – the walk to school challenge*. They will play an integral role in the effective delivery of the company's sales strategy, contributing to the retention and growth of its client base of schools, local authorities and workplaces.

MAIN DUTIES AND RESPONSIBILITIES:

Business Development

- Act as the first point of contact for sales enquiries, providing additional information and quotations as required. This will include call handling and responding to email correspondence.
- Work closely with the Business Development Coordinator and other internal stakeholders on the delivery of the sales strategy, helping the company to achieve income and profit targets.
- Attend meetings and build strong relationships with external clients.
- Support the management of new and existing client accounts, including the creation and maintenance of accurate database records.

- Support with the planning and delivery of outreach events, including bookings, preparation of materials, travel and logistics, and onsite presence.
- Undertake prospect research across a range of income streams as requested.

Operations

- Process orders from internal and external clients, ensuring requirements are accurately recorded and submitted for fulfilment and billing.
- Manage the company inbox, providing customer service to internal and external clients, including project coordinators, schools and local authorities.
- Investigate and resolve delivery and product issues, liaising with customers and suppliers and escalating where appropriate.
- Maintain accurate and efficient financial management, including the processing of client invoices and supplier expenses.
- Support coordination of our WOW badge design competition, including the processing of entries and liaison with winning schools.
- Assist schools with queries and requests relating to the digital *WOW Travel Tracker* platform, escalating as appropriate.

Other Duties

- Be an ambassador for Living Streets to external audiences as required, promoting the Living Streets brand, values and messages, including at public events, and in written and verbal interaction with stakeholders
- Be an active contributor to the Development and Delivery department, to team meetings and away days.
- Support fellow staff and provide internal mentoring and training as appropriate.
- Adhere to Living Streets policies and procedures, maintaining good liaison across the organisation.
- Ensure the effective delivery of our Strategic Plan and Objectives.
- Ensure our equal opportunities policy is understood and implemented at all levels.
- Lead by example and ensure that the team works effectively and collaboratively.
- Contribute to the management of the organisation and be an active contributor to internal communications.
- Deputise for your line manager in their absence.
- Reasonable occasional out of office hours work will be required, alongside regular travel within the UK.
- Undertake other duties from time to time, as requested by the department Director or the Chief Executive.

Person Specification

Essential

Applicants must be able to demonstrate:

Criteria	On application (✓)	At interview (✓)
Experience		
Experience of handling enquiries over the phone and via email	✓	✓
Experience of providing sales support, including the preparation of proposals and quotations	✓	✓
Experience of maintaining a client database	✓	✓
Experience of order management	✓	✓
Knowledge and skills		
Strong organisational skills	✓	✓
Keen attention to detail	✓	✓
A good level of numeracy	✓	✓
Ability to juggle different tasks and prioritise effectively	✓	✓
Ability to work as part of a team	✓	✓
Excellent interpersonal skills with external stakeholders	✓	✓
Excellent IT skills, including Microsoft Word, Excel and Outlook	✓	✓
Good understanding of primary and secondary schools	✓	✓
Good understanding of the not-for-profit sector	✓	✓
Good verbal and written communication skills	✓	✓
Personal	✓	✓
Commitment to equal opportunities and the ability to implement the Living Streets' Equality, Diversity and Inclusion policy	✓	✓
Understanding of, and commitment to, the agenda of Living Streets	✓	✓
Positive, 'can do' approach to tasks	✓	✓

Desirable

It would be preferable for applicants to also demonstrate:

Criteria	On application (✓)	At interview (✓)
Experience		
Experience of working with local authorities or schools and an understanding of the education sector	✓	✓
Experience of working in a commercial environment	✓	✓
Knowledge and skills		
Knowledge of CRM and/or e-commerce systems	✓	✓
Knowledge of the Living Streets agenda and issues relating to local transport, environment and health	✓	✓