

Client & Sales Executive, 3 Mills Studios

Status	Permanent
Division	Knight Frank PROMISE Ltd.
Location	3 Mills Studios
Department	Commercial

Established in 1996, Property Management Integrated Services and Employment Ltd. [PROMISE] implements Property and Facilities Management services across a national portfolio of Residential and Commercial property.

Promise Ltd currently operates across the UK with offices in Edinburgh, Glasgow, Aberdeen, Newcastle, Leeds, Manchester, Birmingham, Bristol, Cardiff, and London. Whilst Promise Ltd, as a Facilities Management business, is a wholly owned entity of Knight Frank LLP, the ultimate clients include property companies, overseas investors, UK Estates, private equity groups, UK REITS and pension funds and institutions.

Promise Ltd provides a complete facilities management service to properties that Knight Frank manage on behalf of clients. The property portfolio consists of approximately 700 properties around the UK. The managed portfolio spans multiple sectors but in particular offices, residential, industrial, retail, logistics, automotive and healthcare.

3 Mills Studios is London's largest TV & Film studios, situated on an attractive 10-acre island oasis in east London, 3 Mills is one of the most accessible Studios in the UK. The studios offer a secure environment for commercial, music, theatre, film and television productions alike. Owned by the London Legacy Development Corporation and managed by Knight Frank, we have an on-site management team dedicated to guaranteeing that every production has a memorable experience at 3 Mills Studios.

Overall Purpose of Job:

You will play a key role in the success of one of the UK's leading film, TV and theatre rehearsal studios.

Reporting to the Head of Sales and Marketing, you will be client facing and responsible for a variety of tasks related to income generation, administration and client relationship development, liaising with operations, accounts and all other departments. Your role will include but not be limited to:

- Dealing with enquiries from new and existing clients
- Beginning to end management of client booking and occupation
- Proactively establishing, developing and maintaining client relationships and developing new business
- Liaising with all departments to ensure a smooth client experience at 3 Mills Studios
- Responsibility for contributing to, updating and maintaining the Studio Bookings System and CRM system

- Ensuring the accurate completion of any necessary administration relating to bookings, contract management and maintaining customer relations
- Support the Head of Sales and Marketing in the production and delivery of key reports where required

Main Duties and Responsibilities

Main duties to include but not limited to:

Sales and Bookings:

- Beginning to end management of client booking and occupation including;
 - Responding to new business enquiries
 - Conduct client tours of Studio facilities
 - Provision of quotes for new business
 - Negotiation of costs/prices and payment plans for client occupation
 - Liaise with accounts dept. in client related matters
- Liaise with all departments; Operations, Accounts, Marketing, Management, to ensure a first-class client experience
- Providing an exceptionally high standard of customer services within a busy, challenging and dynamic working environment
- Gaining regular customer feedback through surveys and dealing with resolving issues / complaints to ensure continuous improvement

Client Relationship Management and New Business Generation;

- Account management of key Studio clients
- Proactively build and develop relationships within the Studios key target markets across Film, Television, Theatre and Media
- Seek out and identify new business opportunities and stay up to date with industry developments
- Attend industry events and activities as required, including out of business hours for networking and engagement purposes

Administration:

- Contribute to, update and maintain studio bookings system and customer relationship management system
- Ensure the timely and accurate production of all necessary documentation relating to studio use and bookings for each studio client, e.g. Studio use Agreement, Health and Safety, Invoicing etc
- Support the Head of Sales & Marketing in the production and delivery of key reports where required
- Be responsible for contract management process, ensuring agreements are finalised and paperwork is complete in a timely manner between studio clients and studio owner

Operations:

- Liaise with Operations (Maintenance, IT, Client Services, etc) on all aspects of client occupation and report facility issues which affect occupation
- Any other reasonable task as requested by management

Career Experience Required

- 3 years+ experience in a similar / sales related role
- Experience of working with contracts and agreements preferred
- Experience of working with CRM and booking systems preferred
- Able to understand and work with numbers including a good understanding of invoicing and accounts statements / reports
- Experience or knowledge of the Film, TV, Theatrical industries and production processes preferred but not essential

Aptitudes/Skills Required

- The experience, ability and enthusiasm to make and maintain contacts in the creative industries
- Dedicated, positive and proactive sales professional with experience in a busy sales environment
- Highly organised
- Excellent written and verbal communication skills
- Able to cope with multiple, conflicting priorities under pressure
- Able to multi-task and still deliver a top-quality service
- Ability to work well as part of a small team
- Attention to detail
- Microsoft Office and Adobe

Salary: Competitive salary (£32,000 - £35,000 per annum)

To apply: Please send a CV and Cover Letter detailing your experience and suitability for this role, to recruitment@3mills.com with the subject title: Client & Sales Executive – [Your Name]

Closing date: Thursday 30th September, interviews w/c 4th October