

JOB DESCRIPTION



Section 1: General information	
Job title:	Sales Admin Support
Department:	Sales Leadership Team
Reports to:	Regional Sales Manager
Section 2: PenCarrie's story and purpose	
PenCarrie's story: With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.	
PenCarrie's purpose: The distribution partner that enables exceptional customer success.	
Section 3: Purpose and responsibilities of the role	
Main purpose of role: Provide direct support to the Sales Leadership Team, prioritising and managing multiple projects and tasks simultaneously to help manage the day-to-day requirements of the Sales Team and drive forward critical team tasks.	
Main responsibilities: <ol style="list-style-type: none">1. Handle all administration for the Sales Leadership Team such as diary management, team statistics, PowerPoint presentations, travel arrangements, ensuring everything is well organised and completed in a timely manner.2. Assist the Sales Leadership Team in meetings, taking minutes and identifying key action points.3. Assist in communication between departments and brands to ensure timely responses to customer queries.4. Coordinate the distribution, organisation and deadlines of call campaigns.5. Assist the Sales Leadership Team with any other customer focused administration including dealing with applications and BI reports.6. Handle data manipulation and the distribution of the data to the Sales Team business pods.7. Working closely with the Leadership team and Sales Team to research, analyse and prepare reports and presentations to provide key team data.8. Develop and implement all necessary administrative procedures, filing and maintain office records effectively, to ensure the smooth running of operations.9. Administer general correspondence, including drafting responses as appropriate to ensure queries and issues are dealt with promptly.10. Liaise with staff, answering queries and dealing with issues that arise to resolve problems before they escalate.11. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.	

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Ability to always respect and maintain confidentiality.
- Ability to multitask in a demanding and varied role.
- Excellent written and verbal communication skills.
- Strong knowledge of MS Office, including Word, Excel, PowerPoint and Outlook.
- Ability to analyse and report on complex information.
- Evidence of previous experience as a sales support or administrator.
- Excellent telephone manner.

PenCarrie Values

We're dedicated to customer success.

- Every one of us can make a difference to our customers' experience.
- We actively look for ways to help our customers succeed.
- Our customers are considered in every decision we make.

We build strong and respectful relationships.

- We create a kind, safe and inclusive workplace where everyone feels they can thrive.
- We collaborate to find solutions and build ideas.
- We build trust in each other.
- We're prepared to have the difficult conversations, giving and receiving feedback.

We look forward and embrace change.

- We're bold, brave and inspirational.
- We look up, look out and look forward.
- We anticipate and embrace change.



We're proud of everything we do.

- We strive to improve in everything we do.
- We celebrate our achievements.
- We all have a voice.
- We know our priorities and implement with conviction and pace.

We grow responsibly.

- We use our resources wisely.
- We're clear and transparent in our communications to all our stakeholders.
- We're committed to reducing our environmental impact.
- We give back to our communities.

Section 5: Job description prepared by

Job title: Karen Sutton

Date: 1st May 2024

Please note: Where possible, repeat the language of the values in the purpose of the role, main responsibilities or within the knowledge skills and experience required sections.