

About Just Helpers Ltd

We are a small but rapidly growing cleaning agency who introduces clients to cleaners across the whole of London. We currently represent an operational team of 45 Field Service colleagues, known as 'Helpers', 6 managers and 2 administrative support consultants. We care deeply for everyone who is a part of the Just Helpers family.

We want our clients, current and those on their way, to recognise that our team of colleagues are there to help, that we can be trusted to make cleaning day their best day of the week, understanding that a clean house, allows our clients time and space to do the things that God has created them to do, to give them space to think, create, breathe, be.

We are not just cleaners, we are Helpers who believe in justice, a win-win-win situation for everyone in our circle.

We are passionate supporters of the London Living Wage and 'doing the right thing' is at the heart of all we seek to do. We expect that everyone who is a part of our team subscribes to this ethos too.

There are plenty of opportunities for the right people to advance their career within our company. We are always looking for switched-on positive people. Is that you?

Job Purpose

1. To carry out Sales visits to prospective clients
2. Conduct all appropriate administration related to sales and onboarding a client
3. Develop strategies and campaigns for acquiring new leads
4. To carry out and administrate management checks with the Helpers.
5. Assist the Operations Team in liaising with Helpers during busy periods

Salary & Hours

£27,664 pa *pro rata* (Full-time week is 40)
25 hours pw (increasing as the year goes on)

Registered Address

3-5 Lansdowne Road, Croydon, CR0 2BX

Phone

020 3995 4810

email

info@justhelpers.co.uk

web address

Justhelpers.co.uk

SALES EXECUTIVE

Main Duties to include Essential

- Responding to emails and phone calls from colleagues and clients throughout the day and helping to resolve sales related problems, ensuring that Helpers are set up for success
- Using Social media and other forums to recruit new clients.
- Responding to enquiries from prospective Helpers instituting a four hour response policy
- Ensuring that all new customer, Helper and management check files are completed within 24 hours of any visit, in good quality English.
- Assisting with the interview process of prospective Helpers
- Assisting the Helpers with their onsite problems and remotely helping them to problem solve if the Operations Team are not available.
- Generating weekly KPIs relating to the sales side of the business
- Professional cleaning experience
- You would love to attend at least one networking event every two months

Developmental

- Understand and edit the company CRM system

Person Specification Essential

- Outstanding organisational and time management skills including the ability to multitask and prioritise workload with limited guidance
- Proven ability to work, problem solve and think clearly under pressure, to tight deadlines with a 'can-do' attitude
- Professional and highly personable communicator, verbally and in writing with clients and colleagues
- Customer service skills including professional and friendly telephone manner and impeccable discretion and confidentiality
- Team player with the ability to remain positive in difficult situations and help resolve any conflicts
- Good ICT skills including strong command of MS suite, willingness to learn about databases /CRM systems.
- Ability to work alone, remain focused and highly motivated with limited supervision
- Advanced level English language speaker with one other European language preferred

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SALES EXECUTIVE

Desirable

- Cleaning experience
- Bulgarian speaker

Reporting to

The Operations Manager
The Agency Director (for Sales KPIs)

Benefits

1. Flexible working hours from 7am – 8pm Monday - Friday plus one Saturday per month from 10am – 2pm
2. Company tablet and mobile phone
3. Opportunity to work from home for the right candidate
4. Opportunity to apply for more senior positions as they arise
5. Opportunity to be part of a growing company and therefore to be exposed to other areas of the business as a learning and growth opportunity
6. 30 days annual leave (*pro rata*)
7. Pension scheme with employer contributions

Job Location:

London

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