

JOB DESCRIPTION



Title: Sales & Marketing Assistant

Full-Time (37.5hrs per week)

Reports to: Sales Manager

Responsible for: N/A

Office location: Agilysis Limited Offices, Banbury

Job Purpose

To support the Sales and Marketing Team in the day-to-day administration and general operations of the business, particularly that of the Commercial Team.

Key Responsibilities

- Answering calls and directing them to the appropriate member of the team.
- Central product and info inbox management, internal signposting, and client liaison.
- CRM client and organisation record creation and maintenance.
- Sales pipeline maintenance and entry and maintenance of information into the company CRM solution (HubSpot) when required.
- Maintenance and updating of MS Planner project cards, conducting routine reviews through regular follow-ups with Delivery team to ensure data completeness.
- Enhancing links and ensuring consistency between the Project Plan, MS Planner, project Gantt charts and TimeTac, through regular maintenance and reviews.
- Review tender portals for new opportunities and maintain record of credentials.
- Customer care including product and service delivery follow up calls, client satisfaction surveys and annual subscription renewal reminders, logging feedback in line with existing processes.
- Provide administration support on virtual webinars, user groups and in person events, ensuring organisation, maintenance of documentation, content alignment, delegate and contributor liaison and administration, brand consistency and smooth coordination.
- Assist with the coordination of content writing for Agilysis' marketing collateral, including but not limited to newsletter articles, blog posts, case studies, social media posts, coordinating and consulting with other team members as required.
- Maintenance and upkeep of the conference and customer service calendars, ensuring alignment with staff diaries.
- Provide regular customer service for product package customers such as Acuity & Velocity, maintaining up to date and accurate service delivery.
- Quarterly usage reporting to education product clients.
- Basic website and client web portal updates.
- Maintaining and updating email signatures for all staff, providing content ideas and updates as necessary.
- Customers reminders about upcoming subscription renewals.
- Assistance with other ad-hoc administrative tasks such as setting up project folders and Teams channels, ensuring alignment across the business.

Scope and Scale

The role will aim to provide support to the sales & marketing and commercial teams, with a small level of support on occasion to the business infrastructure team. The role will be responsible for providing high-quality sales & marketing support and levels of customer service to all Agilysis clients. The post is full-time and may require irregular working patterns according to the demands of the business.

Performance Expectations

The post-holder will be appraised by the Sales Manager and will be responsible for ensuring regular tasks are undertaken to support our growing infrastructure. They will exhibit a degree of autonomy and be able to work without guidance but in accordance with agreed policies and procedures.

Approval & Review

Signed: 

Date: 09/03/2025

Post approved by: Karla Batchelor

This job description is due for review in: March 2026

Person Profile

Agilysis Limited

A company registered in England

Company registration number: 10548841

VAT registration number: 260 4741 19

Directors: D Campsall, R Owen, B Walton, K Batchelor, T Fosdick

Registered Office: 27 Horse Fair, Banbury, OX16 0AE

Title: Sales & Marketing Assistant

Business Competencies

Scale 0 - 4	Expected level of competence
Strategy and planning	1
Commercial awareness	1
Service provision (contract management, accounts, etc)	1
Leadership and initiative	1
Changing and improving	1

Education, Training & Qualifications

Scale 0 - 3	Expected level of competence
Educated to GCSE level or equivalent	3
Educated to A-Level or equivalent	2
Relevant University degree	0
Relevant professional qualification or certified training	0

Key Competencies

Scale 0 - 4	Expected level of competence
Collaboration and communication skills	2
Organisational and time management skills	2
Ability to curate and implement procedures and processes	1
Microsoft Office Suite and basic IT literacy	2
Flexible working	2

English language skills, both written and verbal	2
Administration (Contracts, appraisals, Ts & Cs, general paperwork/documentation, etc)	3
Full driving licence and use of a car*	1

*Scale 1 - 3

Management Competencies

Scale 0 - 4	Expected level of competence
People	1
Projects	1
Finance	1
Change	1
Risk	1

Knowledge and Skills

Key Experience and Knowledge	Key Skills
Basic open-source content management system knowledge	WordPress
Use of a CRM	Office 365 (Advanced MS Excel skills a bonus)
Marketing	HubSpot
Event administration	Microsoft Teams and Planner
Data Entry	Social Media

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