

## JOB DESCRIPTION



**Title:** Sales & Marketing Assistant

Full-Time (37.5hrs per week)

**Reports to:** Client Strategy 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 internal project management systems, conducting routine reviews through regular follow-ups with Delivery team to ensure data completeness.
- Review tender portals for new opportunities and maintain record of credentials.
- Customer relations including product and service delivery follow up calls, client satisfaction surveys and annual subscription renewal reminders, logging feedback in line with existing processes.
- Provide administrative 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.
- Support the Marketing Manager with the delivery of marketing content.
- Support the Client Strategy Manager with commercial activities.
- Maintenance and upkeep of the conference and customer service calendars, ensuring alignment with staff diaries.
- Basic website and client web portal updates.
- Assistance with other ad-hoc administrative tasks.

### 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: 23/10/2025

Post approved by: Karla Batchelor

This job description is due for review in: October 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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