



JOB DESCRIPTION – Sales Administrator

Location: Kingston Upon Hull (Office based - hybrid working will be considered)

Salary: Up to £25,000 depending on experience

Company Overview

We are offering the opportunity to work for a rapidly growing, successful, and innovative company that provides high technology products for radiotherapy training and education (virtual reality). Over 160 hospitals and training institutions use our products in 38 countries across the world. We are extending our product range and developing new VR and AR products that meet patient and healthcare professionals' needs. You will be a part of this growth phase and will play a crucial role, providing support across the business and to our customers.

The company is based in state of the art premises and is part of the tech community at The Dock in Hull city centre, close to the train and bus stations and local amenities.

Main purpose of the role

The Sales Administrator helps the commercial team with day-to-day tasks, customer enquiries, and general sales administration. This role supports smooth operations by keeping information organised, assisting with customer communication, and helping the team deliver excellent service.

Main Responsibilities

Customer Service & Communication

- Be the first point of contact for general customer enquiries.
- Provide customers with product information, pricing, and availability.
- Follow up with customers after demos, events, or meetings.
- Support sales campaigns by contacting customers about offers or product updates.

Sales Administration

- Manage incoming enquiries and direct them to the right team member.
- Keep CRM records up to date and accurate.
- Help prepare quotes, proposals, and basic sales documents.
- Assist with gathering and organising information for tender submissions.
- Support product demos, webinars, and online customer sessions when needed.

Operations & Coordination

- Help produce simple sales reports and track sales activity.
- Monitor order progress, renewals, and contract paperwork.
- Keep shared sales materials organised (brochures, product info, case studies).
- Assist with organising team meetings and tracking actions.
- Work with Marketing to coordinate campaigns and events.

Skills & Experience

Essential

- Good organisational and administrative skills.
- Confident and professional communicator.
- Able to manage several tasks at once and meet deadlines.
- Strong attention to detail.

- Comfortable using CRM systems and Microsoft Office or Google Workspace.

Desirable

- Experience in sales support, admin, or customer service.
- Knowledge of Pipedrive or similar CRMs.
- Interest in technology, education, or healthcare products.
- Experience working with international customers.

Personal Attributes

- Proactive, reliable, and willing to learn.
- Friendly and approachable with good customer-service instincts.
- Comfortable working in a busy, technical environment.
- A team player who can support colleagues when needed.

Vertual is committed to individual career development, helping you develop a career path that is both right for you and meets the company's needs. We will provide support, mentoring, and training and give you opportunities to show us what you can do. As we grow, so will you.

If you are enthusiastic, self-motivated, enjoy working in a customer/client-facing role and will embrace the challenges of working in a growing, dynamic company, then we'd love to hear from you.

Background information about the company is available at www.vertual.co.uk

To find out more about our products, please visit our youtube channel - <https://www.youtube.com/user/VertualLtd>

Please send a CV and covering letter to recruitment@vertual.co.uk

Terms and Conditions:

Contract: Continuing with a three-month probationary period.

Holidays: 26 days per annum plus Bank holidays, increasing to a maximum of 30 days based on full years of uninterrupted service.

Pension: contribution up to 6% of salary following the probation period, or workplace pension scheme enrolment.

Target based commission

Notice Period: 3 months.

Probationary Period: 3 months

The probationary period provides an opportunity for the employee to fit within the working practices of the company. It shall be determined during this time whether the job is in line with expectations as defined by the Job Description, and by discussions at interview and prior to appointment. Opportunities for flexible or hybrid/remote working in the UK will be considered.

The full set and definitive terms and conditions will be specified in the employment contract.