

T S FOODS LTD.

Job Description

Job title: Sales Support Executive

Reports to: Head of Sales & Marketing

Purpose: To provide accurate, efficient and professional administrative support to the Sales Team. This role is responsible for maintaining sales and customer records, supporting customer communication, customer pricing and promotions, preparing reports, and coordinating information between Sales, and other departments. The role helps ensure customers receive a responsive and reliable service while supporting the wider Sales Team to achieve business objectives.

Location: Office Based

Salary: £28,000 - £30,000

Key Responsibilities

- Maintain customer account details, product information, price files, promotional records and sales documentation.
- Monitor customer orders accurately, ensuring all information is recorded and shared with the relevant teams.
- Support the Sales Team with customer forms, product listings, presentations, meeting preparation and general administration.
- Liaise with Production, Planning, Dispatch, Finance and other departments to help resolve queries.
- Respond to customer enquiries by phone and email in a professional and timely manner, escalating issues where appropriate.
- Assist with new customer setup, product setup and internal processes linked to customer onboarding.
- Keep accurate records of customer communications, agreed actions, order updates and sales activity.
- Prepare, update and circulate sales reports, spreadsheets, customer data and performance information as required.
- Maintain organised and accurate records to support pricing, promotions, customer activity and sales reporting.
- Coordinate samples, product information and internal requests to support the Sales team and customer service activity.
- Support preparation for customer meetings, business reviews, trade shows and sales events.
- Work closely with colleagues across departments to ensure information is accurate, timely and clearly communicated.
- Provide flexible administrative support to the Head of Sales & Marketing and the wider Sales Team.

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Person Specification

Criteria	Essential	Desirable
Qualifications/ Attainments	• Minimum GCSE English and Maths, or equivalent, with relevant administration, business or customer service experience.	• Qualification in Business Administration, Customer Service, Sales Support or a related discipline.
Relevant Experience	• Experience in an administrative, sales support, customer service or office-based coordination role. • Knowledge of pricing, promotions and customer account administration. • Experience handling customer enquiries, processing orders, maintaining records or supporting sales activity. • Ability to prioritise workload, meet deadlines and maintain accuracy in a busy environment. • Competent user of Microsoft Office, including Excel, PowerPoint, Word and Outlook. • Ability to communicate clearly and professionally with customers, suppliers and internal colleagues. • Experience preparing reports, updating spreadsheets and working with sales or customer	• Previous experience in food manufacturing, FMCG, retail or wholesale administration. • Experience using ERP, CRM, Power BI or order processing systems.

Skills and Competencies	• Excellent attention to detail and a high level of accuracy. • Strong organisational skills with the ability to manage multiple tasks. • Clear written and verbal communication skills. • Professional telephone manner and strong customer service approach. • Confident working with spreadsheets, documents, email and sales administration systems. • Positive team player who can work effectively with colleagues across departments. • Good problem-solving skills with the ability to follow queries through to resolution. • Discreet and professional when handling confidential or commercially sensitive information. • Able to work flexibly to meet business and customer requirements. • Reliable, professional and able to maintain accuracy while working to deadlines.	
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