

Job Description: Sales & Renewals Administrator (B2B)

Location: Office in Basingstoke, Hampshire, UK / Hybrid. F/T or P/T

Salary Range: £30k basic pro rata + commission (OTE >£50k pro rata) + pension

About Carbon Footprint Ltd

We are at the forefront of the global transition to Net Zero. Carbon Footprint Ltd empowers businesses to take genuine responsibility for their environmental impact. Through our expert consultancy, our proprietary carbon accounting software (Sustrax), and our high-integrity Carbon Marketplace (COMP), we guide organisations away from greenwashing and towards defensible, impactful climate action.

We are a rapidly growing team of passionate climate experts, technologists, and commercial leaders. By joining us, you aren't just facilitating contracts; you are actively accelerating the funding of critical global climate solutions and helping businesses navigate a complex regulatory landscape.

Role Purpose

The Sales & Renewals Administrator is a dual-function role designed to keep our high-velocity sales engine running smoothly. Working alongside our commercial team, you will take ownership of the end-to-end administration of our repeat business and renewal pipelines.

By managing our Capsule CRM triggers, generating proposals and contracts, and proactively calling clients to secure their renewals, you will ensure our revenue flows smoothly while freeing up our projects team to focus 100% on delivering world-class environmental consultancy. This role requires a blend of high-level administrative precision, CRM proficiency and confident, professional customer communication.

Key Responsibilities

1. Proactive Contract Renewals & Client Liaison

- **Proactive Renewals:** With the help of our CRM System identify upcoming contract expiry dates and contact customers to facilitate simple repeat orders or standard contract renewals.
- **Customer Support:** Handle inbound enquiries from existing B2B clients regarding order status, pricing, and basic account updates.
- **Outbound Follow-up:** Confidently contact customers via phone and email to follow up on issued proposals, answer basic commercial questions, and chase signatures to close the renewal.
- **Relationship Management:** Build rapport with procurement, sustainability and admin teams within our client organisations to ensure a frictionless and rapid renewal process.

2. Sales Support & Order Processing

- **Documentation:** Prepare formal quotes, proposals, and sales contracts for our customers.
- **Order Administration:** Complete the administration of confirmed orders onto our CRM and management systems and ensure invoices are raised.
- **Internal Coordination:** Act as the vital bridge between the Sales and Delivery teams. Ensure that once a contract is signed, the project is correctly handed over to the consulting team.

3. Capsule CRM Management

- **Data Integrity:** Manage the Capsule CRM pipeline, ensuring all leads, opportunities, and client communications are accurately updated and logged in real-time.
- **Workflow Automation:** Utilise Capsule's "Tracks" and "Tasks" features to ensure no follow-up or renewal date is missed.
- **Sales Reporting:** Generate reports from Capsule to provide the Senior Management Team with visibility on the sales pipeline and order metrics.

Person Specification

| Requirement | Essential | Desirable |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Experience | 2+ years in a B2B administrative or sales support role. | Experience in a "Renewals" or "Account Coordination" environment. |
| CRM Skills | Proficient in CRM systems (training provided, but familiarity is key). | Direct experience with Capsule CRM. |
| Communication | Confident and highly professional telephone manner for client-facing discussions. Not afraid to pick up the phone to chase a contract or answer a client query. | Experience handling basic contract negotiations. |
| Organisation | Strong ability to manage multiple renewal deadlines simultaneously. | Proficiency in Microsoft 365. |
| Passion | A genuine interest in sustainability, climate change, and corporate environmental responsibility. | Understanding of basic carbon accounting concepts. |

Core Competencies

- **Commercial Mindset:** Understanding the importance of "recurring revenue" and the value of keeping existing customers happy.
- **Detail-Oriented:** A "right first time" approach to data entry, pricing and contract drafting.
- **Proactive Nature:** Not waiting for a contract to expire before reaching out to a customer; you drive the timeline.
- **Collaborative:** Able to work as the "glue" between the sales, finance, and operations departments.