

Sales Administrator

Certes IT Service Solution delivers digital transformation, programme and portfolio management, and technical services to UK Defence and government clients, including the MOD and FCDO. We are growing quickly, and our sales team needs a well-organised, proactive administrator who keeps the pipeline, bids and contracts running smoothly.

About the role

You will be the operational backbone of the sales function. You will free our business development team to spend their time with customers and give the leadership team accurate, timely visibility of the pipeline.

Key responsibilities

Pipeline and CRM management

- Keep the CRM accurate and current: opportunities, contacts, stages, values and next actions.
- Chase the sales team for updates and maintain data quality standards.
- Produce weekly pipeline and forecast reports for the leadership team.
- Maintain target account and prospect lists, including framework and route-to-market information.

Bid and proposal support

- Coordinate the administration of bids and tenders, including deadlines, portal submissions and compliance checklists (e.g. Defence Sourcing Portal, Contracts Finder, Find a Tender).
- Format, assemble and quality-check proposals, SOWs and tender responses.
- Maintain a central library of reusable content: company profiles, case studies, CVs, past performance and certifications.
- Track bid outcomes and log win/loss information.

Contract and commercial administration

- Maintain a central register of contracts, frameworks, MSAs and SOWs, with key dates such as renewals, expiries and option periods.
- Raise and track purchase orders and sales orders, and liaise with Finance on invoicing milestones.

- Track accreditations and compliance renewals relevant to sales activity (e.g. ISO, Cyber Essentials, security clearances).
- Keep documentation organised and audit-ready to support future due diligence.

Sales operations and coordination

- Schedule customer meetings, demos and internal pipeline reviews, and take minutes and actions.
- Support sales campaigns, events and customer communications, working with the Marketing Manager.
- Liaise with Delivery, Engineering and Talent Acquisition teams to make sure sales commitments are properly handed over and resourced.
- Work with the service admin function so that admin between sales and delivery is consistent and nothing falls through the gaps.

Essential requirements

- Proven experience in a sales administration, bid support or commercial administration role.
- Strong CRM experience (HubSpot, Dynamics, Salesforce or similar) and advanced Excel and Word skills.
- Excellent written English and attention to detail, especially in formal documents.
- Highly organised, able to manage competing deadlines with minimal supervision.
- Confident communicator who is comfortable chasing colleagues and working with senior stakeholders.
- Eligible for, and willing to obtain, UK security clearance (BPSS/SC).

Why Join Certes IT?

At Certes IT, our people are at the heart of everything we do. We've built a culture founded on **integrity, collaboration, communication and delivery excellence**, supporting you to make a real impact.

We believe great results come from great teams. That's why we support professional development, recognise expertise and create an environment where people are trusted to contribute, take ownership and deliver meaningful outcomes.

Join Certes and play a key role in helping organisations protect, support and deliver the UK's most important services.

Your next mission starts here.

Apply & Send Your CV