

Job Description

Post Title	Sales Executive/Account Manager
Salary	£18,500 - £21,500 pa plus OTE commission scheme
Hours	<p>Full time for 37.5 hours per weeks. Your normal hours of work are between 8.30am and 5.00pm, Mondays to Fridays inclusive with an unpaid lunch break of an hour. Part time or reduced hours will be considered as an option for this role.</p> <p>In addition, employees may be required to work such additional hours as may be necessary for the proper performance of their duties without extra remuneration.</p>
Reporting Lines	This post reports to the Sales Manager

The Organisation and our values:

EduCare learning Ltd is a leading provider of e-learning services delivering essential information for the safeguarding of children and vulnerable people, for the provision of duty of care and for legislative compliance requirements. Using our expertise and building on our philanthropic values we will help organisations and people lead better and safer lives and fulfil their duty of care obligations.

Our objectives are to provide our customers with an efficient, well organised yet economical service, yet at the same time ensure that consultancy services and training is made available to our customers which are meaningful and relevant.

We operate a service which offers quality and value in a variety of areas. Consequently, a system has been adopted which is structured in such a way as to comply with the requirements of Quality Standard ISO 9001: 2008. Our aim is to ensure that customer requirements are fully met and implemented. Looking after the customer is key to our success. Our aim is "to get it right on time, the first time and every time".

Main purpose of role:

Achieve Key B2B sales through monthly targets using a daily call list, predominantly made up of new, existing and past customers with a view to generating new business, and converting leads into sales. Once established, the post holder will then be responsible for maintaining, developing and growing that relationship to generate further sales and secure repeat business.

Key Responsibilities and Tasks:

The role will be varied and cover a range of tasks. A selection of the key tasks involved are:

1. Research, qualify and follow up leads through outbound telephone calls
2. Meet sales targets / KPIs
3. Proactively research, identify and follow up new sales opportunities
4. Follow up leads generated by marketing campaigns
5. Establish strong working relationship with customers to achieve repeat business
6. Negotiate commercial terms within set guidelines
7. Overcome objections, raise quotations and close sales
8. Maintain records on customer CRM to a high degree of accuracy
9. Work with colleagues to ensure customer satisfaction every time
10. Arrange and sometimes attend customer meetings if required
11. Contribute to the team performance by sharing and implementing best practise ideas.
12. Understand the EduCare delivery methodology and have sound knowledge of all of the EduCare range of programmes
13. Maintain confidentiality of sensitive information at all times
14. Follow organisational and departmental quality standards and procedures
15. Provide cover in other teams for periods of sickness and holidays as directed
16. Ensure that health and safety policies and office procedures are observed
17. Attend and effectively participate in team meetings and progress actions as directed
18. Participate and engage in performance management processes
19. Duties which include processing of any personal data must be undertaken within data protection guidelines.
20. The above tasks are not an exhaustive list of duties and the post holder will be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation

Health & Safety

The post holder must comply with Company's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
- This specific role is office based and will require the post holder to sit and use standard office VDU and telephone equipment for prolonged periods of time.

Person Specification

Qualification	Completed a broad education including GCSE grade C and above in English Language and Maths (or equivalent)
Experience, Knowledge, Skills and Abilities	<p>Sound understanding of the sales process – from fact finding to closing sales.</p> <p>Experience in B2B sales with a proven track record of success</p> <p>Good understanding of account management</p> <p>Good customer service skills</p> <p>Excellent communication and relationship building skills</p> <p>Strong negotiation skills</p> <p>Experienced in overcoming objections</p> <p>Competent CRM user</p> <p>Confident and friendly telesales skills</p> <p>Good admin skills</p>

	<p>Excellent attention to detail, particularly maintaining records on CRM.</p> <p>Demonstrate excellent communication skills – in writing, telephone and face to face</p> <p>Demonstrate high level of computer literacy – with MS Outlook, Excel and Word</p> <p>Ability to offer a positive solutions focused attitude to internal, and external, customers</p> <p>Excellent organisational skills and ability to work to deadlines within agreed parameters</p> <p>Ability to think creatively in response to incoming customer enquiries</p> <p>Experience of working with those who may not find IT and other systems easy to use</p>
Aptitude	<p>Goal driven and solutions focussed</p> <p>Persuasive and resilient</p> <p>Keen attention to detail and ability to adopt a 'get it right first time' principle to all activities</p> <p>Commitment to continuous development and learning in line with business requirements</p>
Circumstances	<p>Have a very positive work attitude including flexibility and willingness to work some longer hours during peak periods as required</p>
Equality and Diversity	<p>Every employee is required to assist the Company meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Post holders are accountable for carrying out all duties and responsibilities with due regard to the Company Equal Opportunities & Diversity Policy</p>