

ROLE PROFILE

Role Details

Job Title: Sales Co-ordinator	Pillar / Department: Plant and Warehousing
Responsible for: N/A	Location: Head Office
Line Manager Job Title: Head of Industry Partnerships: Plant and Warehousing	Created: 11/04/2024 Last Updated:

Job Goal

We are seeking a highly motivated sales coordinator to join our team. The ideal candidate will be responsible for supporting the Head of Industry Partnerships in achieving their goals by managing and coordinating all aspects of the sales process. The sales coordinator will be responsible for ensuring that all sales-related activities are executed efficiently and effectively. This is a great opportunity for someone who is detail-oriented, organized, and has excellent communication skills.

Role Responsibilities

Responsibility	Outcome and measures
Supporting the Head of Industry Partnerships in achieving their goals by managing and coordinating all aspects of the sales process	<ul style="list-style-type: none"> • Conversion of expressions of interest to fully approved Training Providers in line with department targets • Continually drive up the Net Promotor Score (NPS)
Managing the sales pipeline and ensuring that all opportunities are tracked and followed up on in a timely manner	<ul style="list-style-type: none"> • Conversion of expressions of interest to fully approved Training Providers in line with department targets • SLAs for contact achieved
Coordinating sales meetings and conference calls, preparing sales presentations, and providing administrative support to the compliance team	<ul style="list-style-type: none"> • Conversion of expressions of interest to fully approved Training Providers in line with department targets • SLAs for contact achieved
Conducting research on potential training providers and competitors and providing insights to the sales team to help them develop effective sales strategies	<ul style="list-style-type: none"> • Sales strategy developed and updated quarterly
Providing excellent customer service to training providers and responding to their inquiries in a timely and professional manner	<ul style="list-style-type: none"> • SLAs for contact achieved
Managing the sales database and ensuring that all data is accurate and up-to-date	<ul style="list-style-type: none"> • SLAs for contact achieved
Maintaining sales reports and dashboards to track performance and identify areas for improvement	<ul style="list-style-type: none"> • Monthly sales report created
Collaborating with other departments to ensure that all sales-related activities are aligned with company goals and objectives	<ul style="list-style-type: none"> • Conversion of expressions of interest to fully approved Training Providers in line with department targets •

Role Dimensions

Budget responsibility:	Number of Direct/Indirect Reports:
None	None

Person Specification

Knowledge / Skills Required

Essential	Desirable
<ul style="list-style-type: none"> • Sales experience B2B • Excellent interpersonal skills • Excellent listening skills • Ability to manage business relationships to a high standard • Ability to communicate to different groups effectively • Excellent Microsoft skills – Word and Power Point 	<ul style="list-style-type: none"> • Knowledge of NVQ processes • Project management skills • Good written/report writing skills •

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Key account management • Dealing thru difficult individuals • Managing internal/external politics 	<ul style="list-style-type: none"> • Ability to problem solve

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • N/A

Behaviours

Essential	Desirable
Customer First	<ul style="list-style-type: none"> • Continually seeks improvements to customer service • Aims to solve customer problems quickly and in full • Rises to challenges to take ownership of customer issues
Commercially Driven	<ul style="list-style-type: none"> • Understands the business structure and their role in achieving business plan • Strives to get think commercially to achieve cost savings • Looks to streamlining process, costs and resources to focus on adding value
Collaborative	<ul style="list-style-type: none"> • Encourages effective communication across all levels • Shares knowledge and information • Asks questions and checks understanding
Camaraderie	<ul style="list-style-type: none"> • Shares knowledge and information with team members and colleagues across teams. • Recognises and responds when others require help and support • Is approachable and open to the ideas of the team
Leadership	<ul style="list-style-type: none"> • Acts as a role model of the corporate values and behaviours • Develops trust by delivering on promises and communicating all changes • Engages with others and makes suggestions or offers help when it is needed
Personal Effectiveness	<ul style="list-style-type: none"> • Take ownership of a task they have been allocated and follows through • Plans ahead and communicates these plans to those who need to know • Is more proactive than reactive in their approach

	<ul style="list-style-type: none">• Is adaptable when the needs of their role or the organisation changes
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