

## Job Description / Person Specification

<b>Post Title:</b>	Apprenticeship Sales Coordinator
<b>Responsible to:</b>	Sales Manager
<b>Location:</b>	TTE, Middlesbrough and Nationally as required
<b>Job Purpose:</b>	To support the Sales Manager to achieve increased sales, profitability and growth within the UK market, effectively selling the Companies products and related services with a focus on Apprenticeships.

### Company Duties & Responsibilities

- Work within TTE's Policies and Procedures including Equal Opportunities, Safeguarding, Health, Safety, Welfare and Data Protection.
- Promote a culture of continuous improvement that is embedded by the Business Management system.
- Comply with all Business Management System procedures.
- Promote and safeguard the welfare of children, young persons and vulnerable adults you are responsible for and come into contact with.
- Participate in internal/external audits and inspections.
- To represent TTE to its existing and prospective customers in a polite and helpful manner.
- Support clients/learners to make use of advice and guidance services and in particular;
  - Assist with development and undertake delivery of information and guidance (IAG) as necessary and relevant to the service provided by the TTE Technical Training Group.
  - Assist with implementing policies to promote equality and diversity, impartiality, confidentiality and professional integrity in all aspects of service delivery.
  - Support the Clients, providing IAG, to meet their aims and expectations, statutory, regulatory, contractual requirements and the TTE Training Groups objectives (e.g. information relating to options available for recruitment and personal development, funding available, Client expectations and contractual requirements, referrals to other organisations and agencies, business objectives, status and outcomes, etc).
- Build and develop relationships with key internal and external stakeholders in order to optimise business growth.

### Main Duties and Responsibilities

- Understand the different apprenticeships and government funding routes available
- Achieve individual sales targets and strive to exceed
- Promote and sell apprenticeship services to prospective customers
- Maintain existing customer relationships to maximise future opportunities
- Make telephone calls and in-person visits
- Prepare and issue written quotations / confirmations
- Use CRM to log all sales activities and apprenticeship details
- Keep up-to-date on competitor activities, advertising and promotional trends
- Contribute to marketing ideas and campaigns
- Contribute to the preparation of sales meetings / reports
- Escalate customer problems and complaints to line manager in order for it to be dealt with in a timely manner
- Attend seminars/conferences at the discretion of the line manager
- Build close working relationships with internal staff
- Undertake other duties and responsibilities as requested by the line manager as appropriate to the general character of the post or level of the responsibility entailed

### Other Duties

- Ability to travel in the UK and stay away from home in pursuit of new business
- Any other duty or responsibility that might reasonably be required by the directors.

## PERSON SPECIFICATION

### Skills & Knowledge

- Good customer relations and communication skills
- Good time management skills
- Experience of working in a customer-focused environment with success in achieving sales targets
- An understanding of training and apprenticeships within the Engineering and Process sector
- An understanding of TTE's products & services
- An appreciation of H&S related legislation
- Knowledge of apprenticeship funding streams
- Skilled in the use of information technology; use of PC systems and appropriate keyboard skills
- Ability to collect and assemble information through questioning, listening, debating and researching

### Competencies/Personal Attributes

- Customer focussed
- Good communication skills
- Rational persuasion
- Team player
- Positive self-image
- Adaptable to change
- Self-motivation
- Good time management skills
- Creativity and innovation
- Good IT skills essential

### Education & Work Experience

- Business to business sales experience
- Apprenticeship experience required
- Understanding of Government Funding (desirable)

### Other

- Level of DBS needed – Enhanced.

**I understand and agree with the above job description:**

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Signature

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Date