Services for schools, owned by schools

Job Description

Job Title: Sales Administrator	**Service Area:** Training and Consultancy
Grade: SO1	**Job Number:**
Date last updated: July 2019	**Date of last evaluation:**

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focused on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

1. As a member of the team that offers training and consultancy, the postholder will have a role in ensuring the Service's current client base is maintained and expanded, the Service meets its annual income targets and will contribute to the development of the service.

2. The postholder reports to the Training Services Manager.

Key Measures

1. To support the development and delivery of the training and consultancy service.

2. To support the promotion of training and consultancy to enhance the customer experience.

3. To deliver support services that enhance the customer experience.

4. To ensure sufficient course places are booked to achieve or exceed income targets to make the training programme viable.

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To be responsible for the marketing and promotion of service products and to provide full administrative support to the team.

2. To be responsible for maximising training places bookings and achieving sales targets for each course.

3. To maintain high standards, and the quality of customer service and effective communications with all clients.

4. To manage the administration of events including room/venue booking, production and distribution of information and publicity for all training and consultancy events.

5. To manage the events bookings process via the online bookings system, ensuring accurate and up to date information in loaded to the system and the importance of capturing sales data is understood across the organisation.

6. To be responsible for the administrative aspects of the Training and Consultancy Services' budget, ensuring effective monitoring, reporting and financial control, providing regular financial monitoring information.

7. To manage efficient, effective purchasing of resource materials and accurately invoicing and processing payments from the Service budget.

8. To liaise with internal and external providers on matters relating to event bookings and processes payments.

9. To be responsible for ensuring that complaints, errors and compliments for the service are logged and responses prepared within the required timescales.

10. In the absence of the Training Service Manager to work with other team members to ensure full service delivery.

11. To work alongside the Training Service Manager to deliver an efficient and effective sales function for the service, to achieve defined sales targets.

12. To create activity plans for each sales period, sales activity and manage the sales process efficiently, reacting to customer needs.

13. To support the Training Service Manager in maintaining and developing the reporting functionality of the Online Booking System to ensure regular monitoring and evaluation of training products.

14. To support establishing and implementing company policies, procedures, processes and controls, proactively contributing to the continual improvement of the service product line, through effectively tracking sales activities.

15. To ensure robust sales procedures and delivery mechanisms, to include finance, invoicing and reconciliation, are delivering expected value by monitoring KPIs for continuous quality assessment and improvement.

16. To work flexibly to ensure that, the Service's priorities are met.

17. To carry out any other duties, which are commensurate with this post as, may be required.

The post holder will be required to work occasional evenings and weekends, in order to meet the needs of the service

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Person Specification

SAFEGUARDING

We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

	Criteria *E = Essential, D = Desirable*
Skills and Abilities • Ability to support the delivery of a multifaceted programme of events • Ability to use various sales techniques such as telesales • Ability to meet booking and sales targets • Ability to administer purchasing and payments systems and monitor expenditure • Ability to communicate effectively and persuasively, both verbally and in writing, with clients, internal and external providers the take-up of training and consultancy products. • Ability to maintain excellent customer relations with a wide range of clients • Ability to exercise confidentiality and discretion on sensitive matters • Ability to organise and prioritise workload to ensure that service performance indicators are met • Ability to learn about and provide advice on training and consultancy products • Ability to produce work of a high standard and to pay meticulous attention to detail • Ability to make efficient and effective use of information technology software including Excel, powerpoint, use of databases, Google Suite and reporting functionality on CRM systems. • Ability to learn and make efficient use of desktop publishing and presentation software • Ability to quickly learn new systems and procedures • Ability to work unsupervised and to manage conflicting priorities • Ability to work as part of a team and support the service to achieve its strategic aims and performance indicators • Ability to maintain the high credibility of the service by being the first point of contact and occasionally representing the service at external events • Continually demonstrates a positive can-do approach to challenges faced by the service and across the company • Proven success in supporting high profile business development activities	

• A team player, able to work closely with people at all levels and challenge others to act on behalf of the business. • A commitment to delivering high quality, customer focused services and the maintenance of high professional standards.	
Experience • Experience of working as part of a team in a client focused, multifaceted environment. • Experience of direct communication with clients • Experience of being responsible for a range of office routines • Experience of supporting sales activities from initial enquiry to close • Experience of working in a service industry • Experience of developing a CRM system for commercial use and training users on its functionality • Experience of working effectively with multi-party stakeholder groups • Experience of reporting functionality on systems (preferably CRM)	
Qualifications • A good standard of English and numeracy	
Knowledge • Knowledge of sales management cycles and techniques and effective processes and controls to deliver an effective sales function • Knowledge of training and consultancy products • Knowledge of events organisation • Knowledge of good customer service practices • Knowledge of local government operations and decision-making processes • Knowledge of schools' operations and recent developments in Education	
Personal Attributes and Other Requirements • To be an advocate for The Education Space and clients and to promote their needs sensitively • To maintain the credibility of the Service among clients • To recognise the importance of having the customer in mind • To possess effective influencing, communication, creativity and commercial skills • To be organised and methodical when working to high-pressure deadlines. • To uses logical, analytical and innovative thinking. • To demonstrate the energy, mental stamina and patience to cope with the considerable demands of this post • To be passionate about improving education in Newham and neighbouring areas. • To demonstrate commitment to NPW's Values and to realising its Vision. • To work flexible hours, including occasional evenings and weekends to meet the needs of the service	

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	2	• Develops internal relationships to improve service delivery • Introduces improvements to the way things are done to maximise customers' experience • Acts quickly to resolve problems and issues, giving priority to maintaining service to customers • Challenges poor services by others and helps them to improve
Collaborative Working Working with and understanding the roles of internal staff / service and external agencies.	2	• Puts own priorities to one side if necessary to support the greater need of the team • Recognises and values different contributions from colleagues – allocated the most suitable work based on individual skills • Keeps team informed and encouraged • Seeks views and opinions from colleagues and stakeholders, considering them when making decisions
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	2	• Recognises the need to develop and asks for feedback to improve • Tries out or suggests improvement to own work processes • Works to new timetables or priorities without complaint • Willingly adjusts to new tasks and methods • Has an awareness of the financial implications of own role and team
Communication and Relationships Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.	2	• Is clear and concise, using language relevant to the customer / colleague • Presents information and ideas in an easy to understand format • Actively listens and asks questions when unsure • Raises difficult issues with colleagues to improve relationships or sort out misunderstandings • Checks to make sure that there is a shared understanding
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	2	• Willingly accepts challenging goals • Encourages hard work and high standards in self and others • Takes responsibility for achieving outcomes and making appropriate decisions • Develop new ways of working to achieve results • Puts in extra effort to overcome difficulties

Specific Competencies

Competency	Level	Description
Forward Planning Having a clear plan for achieving objectives and monitoring progress	1	• Plans own workloads to meet agreed deadlines, objectives and priorities • Keeps track of tasks without being reminded • Checks own work for quality and accuracy against agreed standards • Alerts others if potential problems appear • Plans and prioritises workload appropriately • Makes effective use of time
Financial and Resource Management Managing the resources or budget available, ensuring that we keep within agreed limits and use this to the best effect.	1	• Aware of decisions that they make that have a financial impact, for example, placing an order • Accurately codes expenditure and income • Follows procedures that are designed to meet financial management requirements
Business Awareness Understanding the direction and strategic plan for our service area and NPW as an organisation.	1	• Shows understanding of the purpose of own job within the organisation • Is aware of the services provided throughout all departments within the organisation • Understanding the strategic themes and their importance to the business • Shows understanding of the knock-on effects of mistakes and poor communication