

ROLE DESCRIPTION

Post:	Sales Assistant (contract)
Reports to:	Business Development Manager
Accountable to:	Head of Delivery
Contract:	Band 3

Job purpose:

To contribute to increased income generation through provision of sales and admin support to the business development team. Working with colleagues in business development, delivery and marketing to respond to enquiries and support the sales process. Current b2b sales activities will focus on customers within:

- Local authorities
- Care providers
- Health organisations

All activity will be driven by income targets, and coordinated with SCIE's wider business plan and commercial priorities.

Main duties

1. **Supporting the implementation of sales campaigns-** collating and responding to enquiries generated via sales and marketing activities
2. **Working with colleagues in the marketing team** to identify, develop and qualify leads
3. **Working closely with existing and new clients** to promote products and services across our full commercial portfolio,
4. **Supporting bids process-** identifying bid opportunities and providing administrative support to ensure the timely completion of tenders
5. **Bringing new ideas to the sales process,** to improve effectiveness and increase sales
6. **Maintaining accurate and up to date sales information and updating systems-** on CRM and producing regular reports and ensuring all information is stored accurately
7. **Continual development of sector knowledge** and where appropriate attending events to develop contacts and identify new leads

General duties:

1. To comply with SCIE's policies and procedures, including equal opportunities and diversity, and to have a personal commitment towards their implementation.
2. To work flexibly and respond positively to changing business needs.
3. To learn about the work of SCIE and its partners.
4. To contribute to the development of service improvements through participation and involvement in team meetings, workshops, conferences and other groups
5. A clear commitment to working with people who use services and carers in a sensitive and non judgmental way to facilitate positive working relationships.

Notes:

This job description describes the principal purpose and main elements of the job. It is a guide to the nature of the main duties as they currently exist but is not intended as a wholly comprehensive or permanent schedule of tasks.

PERSON SPECIFICATION

Essential criteria

Aptitude/Ability/skills

1. Client focused with the ability to work flexibly to meet their needs
2. Exceptional communication skills, confidence in communicating key messages via written proposals, over the telephone and face to face, with the ability to listen and understand customer needs
3. Highly organised and process driven, able to support a busy sales team through accurate recording and reporting of information
4. Working closely with and across teams to effectively contribute to the process of identifying, selling and delivering a service

Education/Knowledge

5. Understanding of sales methods and how to apply them in different settings
6. Good general standard of education to degree level or equivalent experience.

Experience

7. Two years b2b sales or admin experience, preferably in the charity, health or care sector
8. Experience of supporting and playing active part in a sales processes
9. Using data to develop and present sales reports, highlighting key information and contributing to analysis
10. Experienced in using a range of IT, particularly CRM systems and MS Office

Attitudes/Personal Characteristics

11. Proven ability to work with others and work as part of a team.
12. Confidence to communicate ideas effectively
13. Proactive and ambitious
14. Systematic and analytical with good attention to detail

15. A clear understanding of, and commitment to, equal opportunities and diversity, and the commitment to promote high standards of conduct, integrity and probity
16. Awareness of social care, with an interest in learning about public sector/social care developments and how they relate to SCiE