Person Specification

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| Post  | Sales Support Apprentice |  | Dept. | Business Development |
| Grade | apprentice rate |  | Ref No | 012-20 |

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| Education / Training |  | Criteria Essential (E)Desirable (D) | Measured ByInterview (I)Application (AF)Presentation (P) |
| Evidence of a commitment to personal and / or professional development GCSE Maths and English A-C grade or equivalent or willing to work towards.ECDL  | EED | AF/IAF/IAF/I |
| Relevant Experience |  | e / d | Measured By |
| Experience of working within a customer service environment dealing with customers (on the telephone, electronically and face to face)Experience of providing administrative supportExperience of using a CRM system to manage customer interactions and communicationsExperience of working in business to business sales environmentTelesales experienceCRM system development experience | DDDDDD | AF/IAF/IAF/IAF/IAF/IAF/I |
| Relevant Knowledge Skills & Aptitudes |  | e / d | Measured By |
| Good organisational skills, including the ability to undertake and manage several tasks simultaneously and meet tight deadlinesProficient use of ICT and excellent knowledge of Microsoft Office applications including Word and Excel Excellent written and verbal communication skills and attention to detailAbility to work on own initiative and be self-motivatedCommitment to delivering excellent customer servicePositive and enthusiastic team player Prepared to take responsibility for and ownership of tasksGood Understanding of publicly funded training courses/programmes | EEEEEEED | AF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/I |
| Special Requirements |  | E / D | Measured By |
| The successful post holder would be expected to have a flexible approach to their work including some evening and weekend work.The successful applicant will need to have a DBS check to work in the College environment. The post holder would be required to demonstrate an ability to discretion and maintaining confidentialityMust be willing to undertake appropriate training and development in order to meet the requirements of the college.Awareness of health and safety requirements.Commitment to the principles of valuing diversity and equal opportunities.Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.  | EEEEEEE | AF/IAF/IAF/IAF/IAF/IAF/IAF/I |