



## PERSON SPECIFICATION

POST	SALES SUPPORT APPRENTICE		DEPT.	BUSINESS DEVELOPMENT
GRADE	APPRENTICE RATE		REF NO	012-20

EDUCATION / TRAINING		CRITERIA ESSENTIAL (E) DESIRABLE (D)	MEASURED BY INTERVIEW (I) APPLICATION (AF) PRESENTATION (P)
Evidence of a commitment to personal and / or professional development		E	AF/I
GCSE Maths and English A-C grade or equivalent or willing to work towards.		E	AF/I
ECDL		D	AF/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)		D	AF/I
Experience of providing administrative support		D	AF/I
Experience of using a CRM system to manage customer interactions and communications		D	AF/I
Experience of working in business to business sales environment		D	AF/I
Telesales experience		D	AF/I
CRM system development experience		D	AF/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 deadlines		E	AF/I
Proficient use of ICT and excellent knowledge of Microsoft Office applications including Word and Excel		E	AF/I
Excellent written and verbal communication skills and attention to detail		E	AF/I
Ability to work on own initiative and be self-motivated		E	AF/I



Commitment to delivering excellent customer service		E	AF/I
Positive and enthusiastic team player		E	AF/I
Prepared to take responsibility for and ownership of tasks		E	AF/I
Good Understanding of publicly funded training courses/programmes		D	AF/I
<b>SPECIAL REQUIREMENTS</b>		<b>E / D</b>	<b>MEASURED BY</b>
The successful post holder would be expected to have a flexible approach to their work including some evening and weekend work.		E	AF/I
The successful applicant will need to have a DBS check to work in the College environment.		E	AF/I
The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality		E	AF/I
Must be willing to undertake appropriate training and development in order to meet the requirements of the college.		E	AF/I
Awareness of health and safety requirements.		E	AF/I
Commitment to the principles of valuing diversity and equal opportunities.		E	AF/I
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.		E	AF/I