Person Specification

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| Post | Sales Support Apprentice |  | Dept. | Business Development |
| Grade | apprentice rate |  | Ref No | 026-21 |

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| 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  GCSE Maths and English A-C grade or equivalent or willing to work towards.  ECDL | | E  E  D | AF/I  AF/I  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)  Experience of providing administrative support  Experience of using a CRM system to manage customer interactions and communications  Experience of working in business to business sales environment  Telesales experience  CRM system development experience | | D  D  D  D  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  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  Proficient use of ICT and excellent knowledge of Microsoft Office applications including Word and Excel  Excellent written and verbal communication skills and attention to detail  Ability to work on own initiative and be self-motivated  Commitment to delivering excellent customer service  Positive and enthusiastic team player  Prepared to take responsibility for and ownership of tasks  Good Understanding of publicly funded training courses/programmes | | E  E  E  E  E  E  E  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/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 confidentiality  Must 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. | | E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |