

Sales & Client Service Consultant

Job Description



Salary- £26,000 per annum (pro-rated)



Location- Plumpton Head Office



Working hours- 37.5 hours per week (full-time) Hybrid remote.



Reporting to- Sales & Client Service Team Leader

Organisation Overview

Genius Within is a Social Enterprise whose mission is the promotion of neurodiversity within businesses, education, and communities. We work with HR and Occupational Health providing talent management and disability consultancy and intervention, we also work in prisons and with unemployment support providers.

Genius Within's values are passion, professionalism, openness, integrity and loyalty, we want to work alongside individuals who have neuroinclusion at the heart of what they do and who endeavours to support individuals and the team to ensure high service standards are maintained.

Equality Diversity and Inclusion

Genius Within cares deeply about creating a diverse and inclusive workplace. We are proud to be an equal opportunity employer and a disability confident leader. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, or gender identity.

Genius Within does not require disclosure to make reasonable adjustments. We ask all employees "how can we support you to work at your best" and are adept at provision of coaching, technology, flexible terms to meet this objective. Our highly successful majority disability staff team are testament to the benefits of making adjustments.

Job Purpose

The Sales and Client Services team is the first point of contact; the first opportunity to reassure and help our clients. We want our clients to feel supported at every step of their experience with us, from the moment of first referral to the completion of evaluation. We want our associate staff and front-line staff to feel supported to do their job. We know that 90% of sales comes from good reputation, service and follow through and therefore the Client Services Team role is essential in building Genius Within's growth.

Live the company values of passion, professionalism, openness, integrity and loyalty.

Main Duties & Responsibilities

Sales

- Promote additional services to clients and customers who are placing orders with us.

- Support the Sales & Client Services Team Leader in gathering information from new and existing clients as necessary
- Ensure you communicate our competitive advantages to clients Ensure you have an up-to-date detailed knowledge of the products and services available from Genius Within
- Seek and act on client feedback to constantly improve service delivery
- Provide sales activity to the Sales & Client Services Team Leader and any other appropriate persons

Sales and Customer Services Team – Administration

- Build and maintain effective relationships with both external clients and agencies and internal colleagues and associates
- Handle enquiries by telephone and email, for internal and external clients and customers according to our Service Level Agreements. ● Manage the coaching, training and assessment spot purchase sales, responding to all customer needs, flexibly and promptly in a kind and welcoming style.
- Develop the relationships with our existing and potential customers and clients and boost our business by generating orders. ● Customer research, evaluation and data collection to develop marketing campaigns based on success.
- Have an ability to manage the client services inboxes.
- Ensure all elements of the office process are completed in a timely manner, in line with our service level agreements.
- Respond to each new order by telephone, welcoming the client and ensuring they have the information they need, backing up with email, where appropriate.
- Collect and maintain accurate data records in line with our company policy and stored on our bespoke database.
- Take responsibility and ownership of your tasks whilst supporting your team.

Database/IT System

- Manage database ensuring correct information is stored for clients, customers, pricing etc.
- Adhere to Data Security/IT policy.

Knowledge, Skills and Experiences

Required (Must have)

- Able to prioritise and work under pressure
- Excellent time management and organisation skills
- Ability to problem solve and act decisively
- Attention to detail and accuracy
- Computer literate and confident in SharePoint, Microsoft Word, & Excel
- GCSE/ NVQ level including English and Maths grade C or above or equivalent
- Proven track record of increasing sales
- Ability to thrive in a fast paced, changing environment

Desirable (Optional)

- 2-year experience in a sales/telesales role or similar

Safeguarding

Ability to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

The successful candidate must undergo a basic DBS check, on the basis that the role involves contact with vulnerable adults, in accordance with the Rehabilitation of Offenders Act (1974). Other relevant recruitment checks may also be carried out, including HMG Baseline Personnel Security Standard and prison vetting and clearance.

We recognise the contribution that people with criminal records can make as employees and associates and welcome applications from applicants who meet the role requirements. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

Our core values include openness and integrity and we work hard to create a culture built on trust and transparency. This is extremely important in order to serve our community who rely on us to provide a safe space and support for them to unlock their own Genius Within.