



## **Job profile**

### **Telemarketing Advisor**

#### **Grade D**

**Group:** Care, Wellbeing and Learning

**Service:** Learning and Schools

**Location:** Dryden PDC

**Line Manager:** Senior Business Development Officer

**Car User Status:** N/A

#### **Job Purpose**

To work in The Business Development Team. You will be calling local businesses by telephone to promote the business benefits to employing an apprentice. You will be creating appointments for our officers to attend face to face meetings.

#### **The key roles of this post will include:**

1. Telesales to employers across the North East and partners of Learning and Skills to create appointments for our officers.
2. Recruitment and engagement of employers from our database of contacts, promoting our apprenticeship offer.
3. To provide information, advice and guidance to employers, members of the public and partners.
4. To promote the services of Gateshead Council Learning and Skills to customers within Gateshead and across the North East
5. To effectively engage employers and employees onto Gateshead Council Learning and Skills programmes, including apprenticeships
6. To meet challenging sales targets set by the Senior management team
7. To help our young people source work experience placements with local employers.
8. To support the Business Development team in all recruitment and promotional activity including administrative tasks



## Knowledge & Qualifications

### Essential:

#### Knowledge

- Administrative Procedures
- Customer service
- Microsoft Office packages

#### Experience

- Working in a telesales environment
- Using effective written and oral communication skills
- Meeting challenging targets
- Customer care
- The ability to be flexible and work as part of a team

#### Qualifications

- 3 GCSE's grade A-C in Math and English or equivalent

### Desirable:

#### Knowledge

- Learning and Skills sector

#### Experience

- Local Government administration methods
- Database management
- Applying administrative procedures in a wide range of settings

#### Qualifications

- NVQ 3 in Customer Service
- Level 2 in IAG



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences