



Job Description

Post:	Sales Consultant - Wolverhampton Link Line
Responsible to:	Chief Executive
Location:	Working from the Link Line offices at St. Leonard's Church, Walsall Street, Bilston, WV14 0AT with some home working if appropriate.
Hours:	37 hours Monday to Friday normal working week. Start /finish times flexible to suit the needs of post and some out of hours activity as required. Possible job share within the available hours.
Salary	£17,650.76 plus unlimited Sales Bonus Estimated on target earnings package 37 hrs per wk: £21,067.80 p.a. An enhanced package could be available for the right candidate.

Background

Link Line is a social enterprise business providing a pro-active telephone support service across an expanding area of the UK. The Service offers regular telephone contact, in all community languages, for those whose health, mobility or circumstances could put their quality of life at risk. Available 24 hours a day 365 days a year the friendly service regularly keeps in touch with members enabling them to retain their independence by coping with every day living and to live as full a life as possible.

The practical outreach support services include accompanied transport to hospital and medical appointments, help with shopping - either taking to the shops or shopping on members behalf - help with general household and garden tasks together with home visits, benefit checks, and assistance during difficult times such as at time of bereavement.

Main Role:

The main focus of the Sales Consultant role is to develop new and extended business through the sales of membership subscriptions.

Principal Duties and Responsibilities:

1. To develop a firm understanding of current income sources and the financial framework within which Link Line operates.
2. To maintain existing and develop new sources, markets and networks that will lead to sales of membership subscriptions in line with the business development target requirements.
3. To establish and monitor administration procedures to ensure appropriate records of members and potential members are accurately recorded and maintained.
4. To develop and secure sponsorship opportunities for appropriate projects and events as may be required from time to time.





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5. To attend functions and events to promote the activities of Link Line with the view to gaining new members.
6. To make presentations to prospective members, networks and groups to promote the Link Line services with the objective of securing new membership subscribers.
7. To work in conjunction with other Link Line staff and volunteers to maximise potential sales of membership subscriptions.
8. To report regularly to the Chief Executive and to attend Management and Board meetings as necessary or as requested.
9. To be an ambassador for Link Line and to properly represent its interests both within the Link Line network and externally.
10. To build on the existing mechanisms to ensure that business development activity is co-ordinated and avoids duplication.
11. To be able to be flexible in working hours commensurate with the needs of the post, which will include some unsocial hours.
12. To maintain the computer database of all contacts, networks, potential members, approaches and business development activities.
13. To compile and maintain such records and statistics as will allow for the effective monitoring of the business development function and provide data for future activity.
14. To be au fiat with the call centre and out reach operations and where required to assist with those operations in order that the Link Line services are maintained. This will include assisting with the out of hours service on rotation.
15. To comply with and implement in all aspects of Link Line's Equal Opportunity Policy, Health and Safety Policy, the data Protection Act together with other statutory obligations as may from time to time be required.
16. To undertake other duties from time to time as might reasonably be required.

Person Specification

Skills and Experience:

1. To have strong sales and negotiating skills and experience at senior executive level.
2. To have clear and excellent presentational skills, both orally and in writing and the ability to promote a positive image of Link Line and its services.
3. Ideally to have a proven track record and experience in sales and/or business development (say two years) principally in the business to business and statutory sectors. More important is a natural desire to seek out new business opportunities and excel in sales or business development.
4. Good computer literacy skills including Word Processing, Excel and Publisher and presentation programmes.



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5. To have a working knowledge of Contact Management systems and/or a willingness and aptitude to learn appropriate systems.
6. Good motivational and inter personal skills.
7. Experience of working in a multidisciplinary environment.
8. To be commercially aware.
9. To have good organisational skills and some project planning ability.
10. To be a good administrator and record keeper.
11. To work well when under pressure and be capable of meeting deadlines.

Personal Attributes:

1. To be well presented at all times.
2. To be a team player, but comfortable when working on own initiative.
3. To have drive and commitment.
4. To thrive in a busy and demanding environment.
5. To be innovative and creative.
6. To have some knowledge of the statutory, voluntary and charitable sectors.
7. Able to manage multiple priorities, work under pressure and work to deadlines.
8. Ability to manage and develop successful long-term relationships with external networks, bodies and organisations.
9. Willingness to undertake further training as and when required.
10. To be supportive of colleagues and considerate of their role and demands.
11. Must be a car driver with the use of a vehicle and a valid UK driving license.
12. Able to work at home if appropriate.
13. Willingness to work outside office hours and weekends.

JRW
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