

|  |                         |
|--|-------------------------|
| <b>Name:</b>   |                         |
| <b>Title:</b> Interventions Advisor  | <b>Directorate:</b> IDL |
| <b>Reporting to:</b> Deputy Head of IDL  | <b>Grade:</b> 5         |
| <p><b>Job Purpose:</b></p> <p>Reporting to the Deputy Head of IDL, the Interventions Advisor will act as a key contact point for new and existing customers, providing support and maintaining contact to identify sales growth opportunities and maximise income. The Interventions Advisor will be responsible for exceptional customer service by offering advice, guidance and support to new and existing customers on our products and services.</p> <p><b>Job Responsibility:</b></p> <p><u>Core Duties</u></p> <p>In this role you will be required to:</p> <ol style="list-style-type: none"> <li>1. Develop a thorough understanding of all IDL products which you will be required to promote and sell as well as maintain current understanding of changes within the education sector and changing customer needs and demands;</li> <li>2. Support the Deputy Head of IDL in ensuring that all opportunities to up sell with existing customers are capitalised upon as well as proactively identifying new markets and customers;</li> <li>3. Be responsible for enabling the achievement of agreed income targets for products and provision allocated to the role, in line with agreed business cases and corporate strategy;</li> <li>4. Visit our customer's centres and present to key stakeholders and decision makers, promoting IDL products and services with the aim of increasing sales;</li> <li>5. Provide ongoing advice and guidance to our customers on products and services with a view to increasing subscriptions for existing customers;</li> <li>6. Develop and maintain effective working relationships with customers (new and existing) and identify the most effective channels for prospecting and managing relationships with them to enhance their experience with Ascentis and to drive sales;</li> <li>7. Contribute to the design and delivery of promotional events, conferences or other events as required in partnership with other functions such as development, marketing and quality assurance and attend and evaluate the success of such events in relation to sales generated;</li> <li>8. Act upon market intelligence to support the development and implementation of creative selling strategies in liaison with the Deputy Head of IDL.</li> <li>9. Contribute to the review of existing and new products and services within the IDL portfolio, using intelligence gained to contribute to the business case process;</li> <li>10. Liaise with all internal stakeholders e.g. the development and quality assurance teams, to ensure that customer needs are met, and where possible exceeded, at all times;</li> <li>11. Provide regular reports on own sales activity to the Deputy Head of IDL and other stake holders as required and present reports as directed;</li> <li>12. Organise your own work to ensure that all leads and opportunities are followed up consistently with the customers and communicate this to Ascentis regularly as required by the Deputy Head of IDL.</li> <li>13. Implement strategies, in liaison with the Deputy Head of IDL, to take full advantage of all sales and marketing campaigns to increase awareness in the market place of IDL products and services;</li> <li>14. Contribute to team and cross functional meetings to review income targets and plans;</li> <li>15. Undertake regular travel throughout the UK, when required, including frequent overnight stays.</li> </ol> <p><u>Success Measures</u></p> <ol style="list-style-type: none"> <li>1. Achievement of agreed sales income targets allocated to the role as forecast in the agreed business plan</li> </ol> <p><u>Corporate Responsibilities</u></p> <p>The following responsibilities apply to all roles:</p> |                         |

1. Contribute as required to regulatory compliance and engage with other processes including business continuity, risk management and the internal audit process;
2. Contribute to the improvement of customer service;
3. Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonably instructed commensurate to this role.

## General Responsibilities for all Staff

As a member of staff at Ascentis you will be expected to:

1. Understand and be committed to the Ascentis Vision;
2. Work hard and flexibly to achieve your targets and those of the Company and be positive at all times;
3. Actively support a problem-solving culture within your team by seeking to remove any barriers that stand in the way of achieving our targets;
4. Work flexibly to meet the needs of our customers;
5. Implement strategies to achieve continuous improvement in your own performance.

## Status of this Job Description

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

## **Accountability, Key Contacts**

### Accountability

Deputy Head of IDL, Deputy Director of IDL, Group Commercial Director and Chief Executive Officer

### Key Contacts

- Staff at all levels in Ascentis
- Recognised centres and potential customers
- Contractors

## **Key Attributes (E-Essential, D-Desirable, P-Potential):**

1. Demonstrable sales experience (E)
2. Excellent project management skills (E)
3. Excellent verbal and written communication skills (E)
4. Proven ability to work both independently and as a member of a team effectively (E)
5. Ability to organise and prioritise workload (E)
6. Ability to achieve agreed targets and to work to deadlines (E)
7. Positive attitude to change, development and quality (E)
8. Competent in the application and operation of ICT (D)
9. Demonstrable commitment to a high standard of customer service (E)
10. Willingness to travel widely, work flexibly including unsocial hours and to stay over, as required (E)
11. Current, clean driving licence and vehicle owner (D)
12. To act as a role model, abiding by Ascentis principles and values (E)

## **Agreed:**

Post Holder ..... Date .....