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| <b>Name:</b>   |                               |
| <b>Title:</b> Commercial Assistant   | <b>Department:</b> Commercial |
| <b>Reporting to:</b> Head of Commercial (for an initial period)  | <b>Grade:</b> 7               |
| <b>Job Purpose:</b>  |                               |
| <p>Reporting to Head of Commercial (HOC) the Commercial Assistant will assume administrative responsibility for the sales and account management functions of the business. The post will also undertake various types of activity to make a positive contact with all customers and supporting the Regional Account Managers (RAMs) and Head of Commercial to achieve customer retention and new business selling targets. These responsibilities could include but are not limited to updating the relevant system, obtaining contacts, contacting exams teams to discuss their learner registrations and dealing with customer administrative queries.</p>  |                               |
| <b>Job Responsibility:</b>   |                               |
| <ol style="list-style-type: none"> <li>1. Log relevant detailed information on to the relevant system in an accurate and timely manner;</li> <li>2. Maintain all centre contacts on a regular basis ensuring the relevant IT systems are updated;</li> <li>3. Maintain and build relationships with existing customers; specifically with registrations and exams teams to aid with chasing both registrations and any documentation needed for centre recognitions and qualification approvals</li> <li>4. Chasing missing registrations with customers to update our budget expectations accordingly and to identify any opportunities to upsell</li> <li>5. Work through registrations on a monthly basis, generating a report showing which registrations have registered early, which are late and which are registering in a different way and sharing this information with the HOC and Financial Controller so the annual income budget can be aligned</li> <li>6. Assess insight gained from customers and share any information that may lead to a potential selling opportunity to the National Account Executive (NAE), RAM and/or HOC to follow up</li> <li>7. Find contacts for NAE, RAM's and HOC, uploading these onto the CRM or alternative system</li> <li>8. Share new business enquiries with the NAE, relevant RAM or HOC;</li> <li>9. Work closely with the NAE, RAMs and lead on the centre onboarding and qualification approval process.</li> <li>10. Process incoming centre recognition and qualification approval documentation, managing the onboarding journey with finance and quality ensuring a smooth and effective onboarding process ensuring the customer is communicated with throughout;</li> <li>11. Work with Finance and Quality Assurance on Centre Recs and Qual Approvals, chasing any outstanding centre recognition payments and documents with the centre</li> <li>12. Monitor centre onboarding and customer satisfaction to ensure customers become established with Ascentis procedures before resuming business as usual call cycles with new customers;</li> <li>13. Provide exceptional customer service to ensure contribution to 95% customer retention target;</li> <li>14. Process centre withdrawals in an attempt to avoid any unnecessary customer losses, feeding back any issues that can be resolved internally to improve customer experience. Where withdrawal is necessary to liaise with Operations and QA to complete the necessary process;</li> <li>15. Provide ongoing advice and guidance to our customers on products and services with a view to increasing provision across the current customer base;</li> <li>16. Where required, work with internal departments such as IT and Finance to ensure effective and efficient support to Customers;</li> <li>17. Process New Centre Training requests from External Quality Assurers</li> <li>18. Work with the wider Commercial Team to feedback and improve our customer service levels</li> <li>19. Work with the Customer Service Advisors (CSAs) to ensure any short-term in bound issues are resolved and can be followed up during call cycle to ensure a holistic customer approach;</li> <li>20. Provide back-up phone support for CSA's &amp; Develop new processes in order to provide a better service level;</li> <li>21. When making calls chasing registrations, should any upsell opportunities arise, pass these to the relevant RAM or NAE</li> <li>22. Manage the sales email inbox, ensuring that all leads are assigned to the relevant RAM or NAE</li> <li>23. Manage the approvals email inbox, ensuring queries are resolved or passed to the relevant team</li> <li>24. Support RAM's on webinars, looking at questions that come in during the presentation and ensure these are answered and not missed</li> </ol> |                               |

**Success Measures:**

25. Successful administrative onboarding of new centre approvals, qualification approvals and general administrative tasks within the department
26. Providing the Head of Commercial with registration statistics, such as centres registering learners late or in a different format
27. Achieve delivery standards
28. Adherence to call and meeting cycles

**The following responsibilities apply to all roles:**

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

**As a member of staff for the Ascentis Group you will be expected to:**

32. Understand and be committed to the Ascentis Group Vision;
33. Work hard and flexibly to achieve your targets and those of the Company and be positive at all times;
34. Actively support a problem-solving culture within your team by seeking to remove any barriers that stand in the way of achieving our targets;
35. Work flexibly to meet the needs of our customers;
36. 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**

Head of Commercial (for an interim period and then line managed via a Regional Account Manager), Commercial Director, Chief Executive Officer

**Key Contacts**

- Current
- New and potential customers
- Customer Service Team
- Regional Account Managers
- Head of Commercial
- Financial Controller

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

1. Excellent verbal and written communication skills (E)
2. Commitment to a high standard of customer service (E)
3. A creative, dynamic and smart approach to sales (E)
4. Positive attitude to change, development and quality (E)
5. Effective team member (E)
6. Be motivated, flexible and willing to go the extra mile (E)
7. Ability to organise and prioritise (E)
8. Competent and experienced in the application and operation of ICT, in particular for database operations (E)
9. Ability to achieve agreed targets and to work to deadlines (E)
10. Experience in a sales and marketing support role (D)

**Agreed:**

Post Holder \_\_\_\_\_ Date \_\_\_\_\_