

Job Title: Sales Support Executive
Location: Home-Based (South of UK)
Working Hours: 37 hours per week
Working Pattern: Monday – Thursday (8:30 – 5:00), Friday (8:30 – 4:30).
Salary: £27,650 per annum

Vocational Training Charitable Trust (VTCT) is the UK's market-leading specialist vocational and technical Awarding Organisation (AO) and End-Point Assessment Organisation (EPAO) for hair, beauty, aesthetics and complementary therapies as well as a number of qualifications in sports therapy, fitness, and learning and development. Our qualifications are delivered under three brands: VTCT, iTEC and Skillsfirst, covering over 2,500 centres worldwide with over 120,000 learners and apprentices every year.

We are always looking out for exceptional talent to join us; so if you are passionate about education and want to work in a vibrant environment with people who believe in our mission to advance education for the public benefit, please apply and support our charitable objective; the advancement of education in the UK and internationally.

The Sales Support Executive will manage, retain and grow existing and new customer accounts across all VTCT group brands whose spending is below target. You will use your knowledge and experience to upsell and cross-sell to allocated accounts, deal with customer queries, centre support, account management of allocated accounts, and deliver training to centres on VTCT systems and support events. This is the ideal role for someone interested in working within the consultative sales area.

Our core values can be found on our website: https://www.vtct.org.uk/wp-content/uploads/2022/05/Strategy-2021_v0.25-FINAL-1.pdf

Benefits (*Please enquire if you would like more information about these before you apply*):

- 26 days annual leave, rising to 27 after 2 years. With an extra day for your birthday
- Life assurance 4* salary
- Flexible working arrangements
- Enhanced sick pay benefits and enhanced pension contributions
- Retail discount offers
- Cycle to work scheme
- Employee assistance programme
- Wellbeing initiatives and support
- A vibrant array of social opportunities
- Free parking, free tea and coffee and free fruit!
- Healthcare services worth up to £1,400 and access to 24/7 GP services
- Regular massages for office staff
- Wide array of training and development opportunities.

Principal Responsibilities include *(Full job description is available upon request):*

- Support the approval of new customers to offer VTCT's products and services
- Attend customer meetings on a regular basis virtually to develop new and maintain existing relationships.
- Retain your allocated accounts across VTCT group brands.
- Provide exceptional support to customers in relation to VTCT systems
- Deliver information that is sometimes complex, requiring specialist knowledge of all associated products, processes and/or client-specific arrangements.
- Meet customer needs and resolve queries within agreed Service Level Agreements
- Prepare reports on a regular basis to support the Head of UK Sales and team.
- Generate market and competitor insight and trend information to help shape VTCT's product and service offer, grow sales and introduce new products.
- Provide consistent feedback on activities and market information
- Identify any potential risks with existing allocated accounts
- Maximize business opportunities by sharing best practice with colleagues and partners
- Represent VTCT at external events

Essential Criteria *(as part of our commitment to support people with disabilities, anyone with a registered disability who meets this criteria will be offered an interview. Please make us aware if this applies to you):*

- Educated to Level 3 standard (A Level/NVQ3 or equivalent)
- GCSE Grade C (or equivalent) in Maths and English or Level 2 Key Skills/Functional Skills/Literacy/ Numeracy
- Minimum of 1 years' experience of working in a customer service environment and building customer relationships
- Successful track record of developing a network of contacts within accounts
- Strong Organisational and administrative skills with excellent attention to detail
- Excellent customer service communication skills through all communication media (oral, written, etc)
- Strong customer centric approach

Desirable Criteria:

- 1-2 years minimum of working within a sales or account management role
- Consultative selling
- Outcomes-focused sales approach

Please submit your CV and a covering letter (optional) to recruitment@vtct.org.uk to start the application process. Once you have applied will we get in touch after the advertising has closed let you know if you have been shortlisted for interview. If you are not contacted after this time you should assume you were not successful this time; we cannot give feedback on this due to the volume of applications.

Application closing date: WC 17th October 2022

Interviews for this role are ongoing throughout the application timeframe and beyond

We reserve the right to close this advertisement early if we receive a high volume of suitable applications.

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Skillfirst; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.