**Contract and Sales Facilitator**

**Reports to:** Senior Marketing and Communications Manager

**Location:**

Hybrid working, Wednesday mandated office day in Wellesbourne, Warwickshire

**Hours:** Full time or 0.8wte

**Salary**: 26k (prorated if 0.8wte)

**Job Overview**

To support the Partnerships, Marketing & Communications Team by undertaking pre and post sales activities.

Prepare information packs to support Partnerships Managers in having informed conversations with customers, enabling EfH to adopt a ‘solution sales’ approach

Identify new opportunities and potential customers and manage the Market Intelligence Library

**Responsibilities and Duties**

* Creates local information packs to identify local needs and present EfH as a solution to those needs
* Identifies and researches new potential customers
* Maintains Market Intelligence library and identify trends/ opportunities
* Manages follow up for website sales
* Monitors Lodged Fund and Learning License usage; follows up to ensure licences are used in a timely manner
* Liaises across Partnerships & Marketing and Learner Support teams to coordinate an action plan to ensure courses are full to capacity
* Creates monthly reports on lapsed customers for follow up
* Collates website sale trends to inform marketing activities
* Works with Learner Support Team to provide commissioners with reports on evaluation trends and learning
* Shared reports with Commissioners on pass rates and course attendance

These contents are not exhaustive or exclusive and post holders may be required to undertake additional duties from time to time in line with business needs.

**Qualifications**

**Education Level**

* Educated to degree level or equivalent relevant experience

***Knowledge and Experience***

**Education:**

* Educated to degree level or equivalent experience

**Specific Skills**

* Able to be flexible and adapt to changing conditions and expectations
* Able to work across an organisation with people from different professional backgrounds
* Good written and verbal communication skills
* Good client relationship skills
* A high level of literacy and numeracy
* Excellent Microsoft Office skills
* Good understanding of CRM systems
* Strong analytical skills demonstrating creative and strategic thinking to translate client needs into project requirements and product development

**Personal Characteristics**

* A commitment to working efficiently and to a high standard
* Willingness to travel where required
* Demonstrates a flexible and adaptable attitude towards meeting and exceeding the requirements and needs of customers
* Team player, able to achieve individual and team objectives simultaneously
* Demonstrates commitment to the values of the Charity