



## JOB DESCRIPTION

<b>Job title</b>	Admissions and Sales Executive		
<b>Grade</b>		<b>Salary</b>	Up to £24,000 pa
<b>Department</b>	Central Office	<b>Location</b>	London
<b>Hours</b>	37.5		
<b>Reporting to</b>	Admissions Manager		
<b>Responsible for</b>	None		

### Purpose and objectives of the role

#### Main duties and responsibilities

- Being part of the team for first point of contact of all treatment enquiries at a group level, driving improvements in customer service and ensuring a smooth and professional enquiry process in liaison with the centre Treatment Service Managers (TSMs) & Admissions Manager
- Taking ownership for the progression of enquiries at a group level within an agreed timescale, including owning client communication regarding initial first contact, follow ups, correspondence, and appointment/assessment booking.
- Close liaison with the TSMs & Admissions Manager to ensure an efficient process in arranging initial show arounds and assessments and achieving onward visibility of subsequent admissions onto the programme.
- Using Sales Force or other CRM to ensure all enquiries are recorded and tracked, maintaining efficient process flows and admitting/closing enquiries in a timely manner.
- Support in responding to group enquiry telephone line, Live Chat and Facebook, other Social Media lead generation channels, and enquiry email inbox/contact forms, ensuring response times are adhered to
- Ensuring enquiries are being responded to across service opening hours
- Meet organisational KPI's on enquiry conversion rates, response times, lead times for first appointments and other appropriate metrics as defined by the Admissions Manager

#### Other Duties

- To uphold all Help Me Stop's policies and procedures and actively promote equality of opportunity in the course of your work.
- To contribute positively to relevant internal and external forums.
- To collaborate effectively with partner agencies and bring a proactive approach to partnership work.
- To undertake any other duties as instructed by the Admissions Manager General Manager and Directors that will contribute to fulfilling Help Me Stop's aims
- Support Help Me Stops marketing via social media platforms



#### Special Requirements

- Work flexibly within agreed hours to maintain the level of service provision – some evening and weekend working required
- Participate in regular training, supervision and appraisal to improve performance
- Keep abreast of developments in addiction services outside of Help Me Stop
- Update enquiry manual as required
- Ensure confidentiality is always adhered to, only releasing confidential information obtained during the course of employment to those acting in an official capacity.

This post is subject to a DBS check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.