



PERSON SPECIFICATION

Job title	Enquiries/Admissions/Sales Executive
Department	Marketing
Date	10th January 2020

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A Level/NVQ3 • GCSE/NVQ1 or NVQ2 	<ul style="list-style-type: none"> • BA/BS University degree with a concentration in marketing, promotions, advertising sales, or business administration
Experience/Knowledge	<ul style="list-style-type: none"> • Knowledge and understanding of the effects and issues of drug and alcohol addiction • Highly motivated and target driven with a minimum 2-year proven track record in sales • Experience of successful cold calling • Experience of presenting, promoting and selling products/services using solid arguments to existing and prospective customers • Experience of using Zoom or another online video conferencing software 	<ul style="list-style-type: none"> • Experience of working in healthcare sector • Call centre experience
Special skills	<ul style="list-style-type: none"> • Proficient knowledge of Microsoft Office Suite and other business-related software including Outlook, Word and Excel • Basic knowledge of Social Media • Strong closing skills 	<ul style="list-style-type: none"> • Experience of Sales Force • Understanding of Safeguarding
Personal attributes	<ul style="list-style-type: none"> • Confidence to work on own initiative as well as part of a team. • Organised and have excellent time management skills 	<ul style="list-style-type: none"> • Knowledge of management principles • Strong coaching and leadership skills, ability to motivate teams



	<ul style="list-style-type: none"> • An empathic and non-judgmental attitude. • Ability to effectively work with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation • Exceptional verbal and written communication & interpersonal skills. • Ability to cope with working in a stressful and unpredictable environment • Self-motivated and reliable • Ability to negotiate, influence and solve problems effectively • Decisiveness, strong attention to detail and highly organised approach to work • Strong crisis management capabilities • A flexible open approach and proven positive communication skills in relation to working in teams • Ability to multitask and remain calm under pressure • Highly developed problem-solving skills • Passion to make a difference in peoples lives 	
<p>Special Circumstances</p>	<ul style="list-style-type: none"> • Ability to work evenings and some weekends in accordance with the service needs • 3 years continuous abstinence if in Recovery 	<ul style="list-style-type: none"> • In active 12 Step Recovery

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.