

|  |  |
| --- | --- |
|  **Title** | **Career Support Executive**  |
| **Reports to** | Academy Manager |
| **Location** | EMD UK head office, Horsham, West Sussex |
| **Contractual Status** | Full time (40 hours per week)  |
| **Salary Band** | £17,000-£24,000 per annum |
| **Job Purpose** | Responsible for sales, customer support and the general administration functions of the EMD UK Academy.  |
| **Key Tasks and Responsibilities** | * To drive sales of training course bookings and other EMD UK products
* To administer the sales processes of the EMD UK Academy including:
	+ Responsibility for prospect communication and lead - sale conversion
	+ Customer support throughout the sales process
	+ Growing, maintaining and analysing the prospect database
	+ Course and prospect marketing and promotional activities
* To support the general administration of the EMD UK Academy including:
	+ Course, product and services administration
	+ Supporting the course planning and coordination process
* To be actively involved in promoting EMD UK via social media and other appropriate channels
* To attend meetings and events as appropriate on behalf of EMD UK
* To support the EMD UK events programme and any relevant projects as required
* To support the EMD UK Academy Manager and other senior staff as required.
* Any other relevant task commensurate with the level of the role and as requested by your line manager or Chief Executive.
 |

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Educated to Level 2 (5 GCSEs or equivalent) | **✓** |  |
| Experience of working in a target driven sales environment  | **✓** |  |
| Experience of working in an administration role and / or working for a training provider |  | **✓** |
| Understanding of effective sales processes | **✓** |  |
| Understanding of and ability to deliver exceptional customer service at all times | **✓** |  |
| Excellent communication and interpersonal skills, especially speaking to potential customers on the phone and via email | **✓** |  |
| Excellent organisational and time management skills | **✓** |  |
| Ability to meet sales targets, deadlines and work under pressure | **✓** |  |
| Ability to work as part of a team | **✓** |  |
| Ability to be flexible, adaptable and follow procedure | **✓** |  |
| Ability and willingness to travel throughout the UK and to work evenings and weekends as required | **✓** |  |
| Basic knowledge of the fitness industry and qualifications / training sector |  | **✓** |
| Competent in the use of basic IT systems, website administration & social media  | **✓** |  |
| Live within a commutable distance to Horsham or be willing to re-locate | **✓** |  |

**This job description is not to be regarded as exclusive or exhaustive. It is intended as an indication of the areas of activity and can be amended at any time in response to the changing needs of the organisation.**