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**EMD UK are recruiting!**

As the national governing body for group exercise, EMD UK is the go to organisation for participants, teachers, organisations and the media for expert advice about trends and opportunities across the sector. We are an insight driven organisation that operates the largest database of group exercise classes in the UK to connect participants with thousands of instructors offering classes in their local area. To facilitate the continued growth of the sector we provide quality training and development as well as ongoing help and advice to instructors, supporting them at every stage of their career. We also work in partnership with organisations to endorse and develop all forms and styles of group exercise, including start up support for new fitness brands and concepts trying to enter the market. We work proactively to bring all aspects of the industry together to achieve our vision of ‘a healthier nation through exercise’.

**Academy Support Officer (Sales)**

EMD UK is looking for a talented and enthusiastic administrator with sales experience to join our high-performing Academy team. The ideal candidate must have experience of administration and delivering excellent customer service. Demonstrating exceptional communication skills, you will be a team player and ideally have some basic knowledge of the fitness industry and its qualifications.

Salary: £17,000-£23,000 per annum (depending on skills and experience)

To apply please email **a supporting document detailing how you meet each of the criteria in the person specification, accompanied by your CV**. Please include details of two references (e.g. current & previous employer, college tutor, mentor etc.). Referees will **not** be contacted before a verbal offer of employment is made. Please **do not** just send your CV or a generic application.

**Closing date for applications: Thursday 4th July 2019 at 5pm**

Please email your application to Michaela Scowen, Academy Manager at [michaela@emduk.org](mailto:michaela@emduk.org)

**Interviews will be held in Horsham, West Sussex on Tuesday 9th July**



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| **Title** | **Academy Support Officer (Sales)** |
| **Reports to** | Academy Manager |
| **Location** | EMD UK head office, Horsham, West Sussex |
| **Contractual Status** | Full time (40 hours per week) |
| **Salary Band** | £17,000-£23,000 per annum |
| **Job Purpose** | Responsible for the general administration, customer support and sales functions of the EMD UK Academy. |
| **Key Tasks and Responsibilities** | * To drive course bookings on EMD UK qualifications and other EMD UK products * To administer the sales processes of the EMD UK Academy including:   + Responsibility for prospect communication and 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   + Sourcing course venues and building relationships with venues and fitness operators   + Studio hire planning and coordination * To support the development of the EMD UK Academy including new and existing products and services * Administration of and minute taking at relevant meetings and working groups * 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**

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|  | **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 | **✓** |  |
| 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.**