**Telemarketing Adviser**

**Grade D**

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| **Group:**Learning & Schools |
| **Location:**  Dryden PDC |
| **Service:**  Learningskills |
| **Line Manager:**  Business Development Co-ordinator |
| **Car User Status:** N/A |

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| To engage with employers across the North East to promote Gateshead Council learningskills’ successful apprenticeship programme. |

**The key roles of this post will include:**

1. Telesales to employers, learners and partners of learningskills
2. Develop a robust recruitment plan to engage with employers across the North East
3. Create qualified appointments with employers for officers to convert to apprenticeships and job opportunities
4. To create work placement opportunities for young people
5. Increase market share with the use of social media, print and advertising.
6. To meet challenging sales targets set by the Senior management team
7. Create relationships with partners and employers across the North East
8. To support the Business Development team in all recruitment and promotional activity including administrative tasks

**Essential**

Knowledge of:

* Administrative Procedures
* Customer service
* Microsoft Office packages

Qualifications:

* 5 GCSE’s grade C or above including Maths and English or equivalent

Experience of:

* Relevant experience working in a telesales environment
* Effective written and oral communication skills
* Meeting challenging targets
* Customer care
* Use of CRM/ database systems
* Use of social media

**Desirable**

Knowledge of:

* Learning and Skills sector

Experience of:

* Local Government administration methods
* Database management
* Applying administrative procedures in a wide range of settings

Qualifications:

* NVQ 3 in Customer Service
* Level 2 in IAG

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| **Communication**  **Teamworking**  **Dealing with customers/service users**  **Being flexible**  **Learning & developing**  **Making things happen** | Expressing ideas and information clearly and in a way which helps people to understand the message.  Working with other Council employees to achieve results and develop good working relationships.  Putting the customer/service user first and giving excellent service.  Adapting to change and working effectively in a variety of different situations.  Actively improving yourself by developing new skills and knowledge, and learning from past experiences.  Organising yourself and taking responsibility for achieving results. |