

Job Description and Person Specification



Account Manager

Salary:	£27,965 - £29,693 pa inclusive
Hours:	36 hours per week
Status:	Permanent
Leave:	25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure
Reports to:	Head of Business Development
Functional links with:	Apprenticeship Managers, Curriculum & Quality Team Managers, Assessors, Functional Skills Lecturers, MIS Team, Estates Manager, and Finance
Location:	This post is based at the Isleworth however you may be required to undertake work at the Skills & Logistics Centre, Feltham

The purpose of the post

- Develop sustainable relationships with our external stakeholders – employers, organisations, universities, schools and individuals – through effective account management and ongoing support for employees taking part in relevant Apprenticeship and full-cost provision
- Make a significant contribution to the College achieving growth, income and recruitment targets for Apprenticeship, full-cost provision, and other commercial (including lettings) opportunities

The main duties and responsibilities are:

- Promote Apprenticeship, full-cost, and other commercial provision (including lettings) to existing and new customers, through telemarketing, face-to-face meetings and networking events.
- Extend meaningful employer relationships by leading the account management at all stages and maintaining clear channels of communication through regular updates and review meetings during planning, delivery and when identifying further opportunities
- Achieve income, customer contact acquisition and recruitment targets for Apprenticeships, full-cost provision and other commercial (including lettings) opportunities

- Regular monitoring and reporting to the Head of Business Development progress achieving growth and income targets for Apprenticeship, full-cost provision, and other commercial (including lettings) opportunities
- Maintain a high standard of industry and curriculum knowledge based on local and regional labour market intelligence
- Identify new business opportunities for College commercial activity
- Liaise effectively with internal stakeholders, including curriculum areas, MIS, marketing and finance.
- Produce weekly sales forecast update for the Head of Business Development
- Maintain accurate customer records on the Customer Relationship Management system, ACT!
- Be proactive in identifying and pursuing opportunities for your own professional development and that of colleagues.
- Promote a positive image of the College in all contacts with students, employers and professional bodies
- Be prepared to represent the College in a wide variety of contexts including external meetings and events with partners
- Adhere and comply with the College financial regulations.
- Undertake additional duties at enrolment times as required, including occasional evening and weekend work.
- Carry out any other reasonably comparable duties that may be required from time to time.

Person Specification

Please study the items in this person specification carefully and when completing your application form try to describe your knowledge, skills and experience in terms of those particular items:

1. Level 3 qualification or equivalent
2. Understanding and experience of professional sales, customer service practice and effective account management
3. Sound general commercial, business and training knowledge
4. Understanding of the Further Education (FE) and Skills sector
5. Experience in both telephone and face-to-face sales
6. Experience of selling education or training products or services
7. Ability to clearly communicate features and benefits of College products and services
8. Presentation and negotiation skills which help close deals
9. Ability to build and nurture long-term relationships with both internal and external customers
10. Commitment to customer service when dealing with external and internal customers
11. Ability to influence at all levels, internally and externally
12. Commitment to effective team working
13. IT skills that are used to keep accurate records, produce reports and proposals
14. Willingness to undertake training and development as required within the role
15. An awareness and understanding of Prevent and Safeguarding.
16. An awareness and understanding of equal opportunities

Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different , social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

Closing date:	1.00pm, 19 July 2017
Reference number:	ACM001
Interview date:	9 August 2017

Conditions of Service

Contract:	Permanent Full time
Salary:	£27,965 - £29,693 pa inclusive Please note the salary range for this post is points 32 - 34 on the Support Staff scales. Progression up the incremental pay scale is automatic and awarded on 1 April annually. New entrants are placed on point 32 Where there is evidence of current earnings in excess of point 32, the applicant may be placed at the salary point higher than their current salary
Pension:	Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.
Annual Leave:	25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure
Hours:	36 hours per week
Probation:	<p>Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.</p> <p>Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.</p> <p>The extended period of probation is ensure that there is an adequate period of "normal" working during which to provide support and assess an employee's performance.</p>
Disclosure	The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure & Barring Service