

Job Identifier

Job Title:	Onboarding Executive (e-commerce) – Author Success
Department:	Tes Resources – Author Success Team
Status:	Permanent
Location:	Red Lion Square, Holborn, London
Reporting to:	Head of Author Success

The Company

TES Global is a fast-growing and digital education company committed to supporting teaching and learning. TES Global has been supporting our educators worldwide for over 100 years. Our mission to help improve performance and standards in education by both supporting the world's teachers with a portfolio of tailored digital services and by providing the world's most respected higher education data and analysis. We are home to the world's largest online community of teachers, with over 8 million registered users, and the [Times Higher Education World University Rankings](#).

These are just a few facets of what TES Global does. For more information on TES Global please visit www.tesglobal.com/what-we-do

Basic Scope & Primary Objectives

The Tes Marketplace is a global education platform where teacher-authors sell and share their lessons, resources & activities to customers worldwide.

As an **Author Success: Onboarding Executive** you will be responsible for conducting high-level, informative conversations with leads and sellers of teaching resources, to support them in listing their high-quality products & resources on Tes. With your consultative sales techniques, you will guide them towards success in their first 30 days, by helping them take advantage of tools, opportunities and best practices for success on Tes.

You must be a quick learner who is motivated and goal-driven, with strong people skills.

The successful candidate will be responsible for the execution of Tes Resources' Author Success pipeline activities. The main areas of focus include:

Key Responsibilities

Converting warm leads/prospective authors

- Using consultative sales techniques and product knowledge you will guide authors through the sales funnel from enquiry/interest to onboard (upload first listings), developing trusted relationships and brand recognition
- Follow up with Leads who visit site/upload process but don't upload (do not complete onboarding journey)
- Efficiently managing and tracking progress of potential authors through to 'live' authors using our Salesforce CRM system
- Converting a target volume of new authors per week, track & report on these results on a weekly basis

Working with new authors to first sales

- Analysis of weekly new authors, their sales & resource volume to determine priorities & opportunities for resource sales
- Outreach to new authors who have recently uploaded resources to encourage them to list more resource products & drive their first sales (first 30 days)
- Re-contact authors with under 10 listings / haven't sold within 30 days to give guidance on improving performance of resources, leveraging internal tools such as Resource Manager Tool to drive content uploads in bulk
- Reporting on sales driven by new authors in their first 30 days

Owning the Onboarding Journey

- Owning the onboarding journey on-site and over email, from 'Sell your resources' CTAs to dashboard messaging
- Work with stakeholders in product and CRM to identify opportunities to enhance and drive success from onboarding journey

Person Specification

The ideal candidate

The successful candidate will be highly organised, enjoy paying attention to detail and working in a fast-paced, commercially focused environment. They will have an outstanding customer service ethos and excellent written and verbal communication skills.

Required Skills and experience

- Experience of working in a similar inside sales role in digital marketplaces, professional services, training/coaching, education, recruitment or similar sector
- Experience of providing individual customer focused service
- Experience in working to targets
- Ability to manage data in Salesforce: Leads, Contacts, Opportunities, Conversion
- Strong CS mindset, education knowledge advantageous
- Data driven, target-focused

- Excellent phone manner & natural communicator
- Experience of standard sales KPIs, data analysis and evaluating activities
- Excellent oral and written communication skills
- Strong work ethic and high level of personal responsibility

How To Apply

If you are interested in this opportunity please email careers@tesglobal.com with your CV, salary expectations and a covering note explaining why your skills and experience match what we are looking for. The closing date for applications is **30 September 2017**.

TES Global's values

Collaborative and resourceful across teams and locations

Great things happen when we work together to develop and deliver the best education; when we are able to deal skillfully and quickly with new challenges in the fast moving world of digital education and technology. We succeed by utilising the different skills and experiences of our teams across our global locations.

Passionate about education and teachers

We're dedicated to helping teachers, schools, universities and students to make a difference through education. We proudly put educators at the heart of everything we do and play an active and positive role at the heart of the global education community.

Fast moving and flexible

We value our print heritage, but we're excited about our digital future. We're open to change, embracing new ideas, technologies and innovative ways of working so that we can help educators everywhere raise global teaching standards.

Well-informed and focused

This applies to both our business and our journalism. We move quickly, but we make well-informed decisions about what will best help our business and customers flourish. We challenge ourselves to support educators and universities with the most insightful data, news and analysis every day.

Respectful and open minded

We treat people as we would like to be treated ourselves – with dignity and courtesy. We are sociable people with a sense of fun, and we warmly welcome everyone who wants to contribute to our business and the world of education.

TES Global relies on the flexibility of its staff to ensure the continuity of the high standards and performance, as such this job description is only intended to be a guide to the most regularly performed duties, it does not form part of the contract of employment and is subject to amendment and change as may be considered.