

Telemarketing Advisor

Grade D

Group: Children, Adults & Families Service: Education, Schools & Inclusion

Location: Dryden Centre

Line Manager: Senior Business Development Officer

Car User Status: N/A

Job Purpose

You will be cold calling local businesses by telephone to promote the business benefits to employing an apprentice. You will be creating appointments for our officers to attend face to face meetings.

The key roles of this post will include:

- 1. Cold Calls to employers across the North East and partners of Learning and Skills to promote the business benefits of apprenticeships
- 2. Create qualified appointments for our officers to meet employers face to face.
- 3. To meet challenging sales targets set by the Senior management team
- 4. Recruitment and engagement of employers from our database of contacts, promoting apprenticeships and incentives.
- 5. To offer high quality government funded training for an employer's current workforce.
- 6. To promote the services of Gateshead Council Learning and Skills to customers within Gateshead and across the North East
- 7. To help our young people source work experience placements with local employers.
- 8. To support the Business Development team in all recruitment and promotional activity including administrative tasks
- 9. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Administrative Procedures
- Customer service
- Microsoft Office packages

Experience

- Working in a cold calling environment
- Meeting challenging targets
- Customer care
- Using effective written and oral communication skills
- The ability to be flexible and work as part of a team

Qualifications

• 3 GCSE's at minimum grade C (Grade 4) or equivalent including Maths and English

Desirable:

Knowledge

Learning and Skills sector

Experience

- 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



Competencies

Customer Focus Puts the customer first and provides excellent

service to both internal and external customers

Communication Uses appropriate methods to express information in a

clear and concise way to make sure people

understand

Team Working Works with others to achieve results and develop

good working relationships

Making things happen Takes responsibility for personal organisation and

achieving results

Flexibility Adapts to change and works effectively in a variety

of situations

Learning and Development Actively improves by developing and applying new

skills and knowledge and learns from past

experiences