

1. Position Details

Post:
Consultant

Department:
Operations

2. Job Purpose

The Consultant sells the company services to clients and temporary workers both remotely and face to face. They deliver a high-quality service in line with company values, fully understanding clients' needs and assessing candidate skills in order to successfully match them to client requirements.

3. Key Responsibilities

Sales

- As a minimum achieve canvassing and sales targets
- Identify, pursue and develop potential sales opportunities (by phone and face to face) with both existing and new clients
- Maintain and develop strong client relationships, understanding and selling the features and benefits of the service to defend and expand existing business
- Quote, negotiate and issue rates to companies in line with company expectations

Servicing

- Understand and fulfil client requirements
- Actively manage temporary worker assignments and clients, including arranging and attending service visits
- Respond to enquiries from, and resolve issues for, temporary workers and clients
- Provide out-of-hours service and support on a rota basis
- Maximise utilisation of temporary workers through regular, ongoing communication

Recruitment

- Attract sufficient candidates through various media including advertising, social media and networking
- Identify, interview, assess and select appropriate temporary workers
- Ensure contractual requirements are fulfilled in line with client expectations
- Maximise available candidate pool through effective ongoing management of temporary workers

General

- Ensure all records are maintained in an accurate, timely and professional manner
- Understand, comply and act in accordance with, all company policies, procedures and required regulations & legislation
- Liaise with Head Office staff as required to fulfil duties



4: Knowledge & Experience

Essential

- Excellent communication skills

Desirable

- Experience of a fast-paced sales or customer service environment

5: Competencies (Team Member)

| | | |
|--|------------------------|---|
| Winning Good Business | Results Driven | Demonstrates drive and enthusiasm to make a difference to customers and achieve personal targets & objectives |
| | Innovation | Generates new ideas and solutions for day to day issues which can add value for customers |
| | Decision Making | Evaluates options by considering implications and consequences; chooses an effective option to ensure outcome is successful |
| | Resilience | Deals with setbacks to overcome challenges and difficulties and stays focused on critical tasks |
| Improving Efficiency | Analytical Thinking | Uses information in a logical way, establishing patterns; carries out basic calculations |
| | Problem Solving | Identifies problems with own work and takes responsibility for finding a solution and fixing mistakes regardless of the causes |
| | Knowledge Sharing | Actively seeks opportunities to learn by formal and informal means; learns from others, adopting and sharing best practice |
| | Communication | Actively listens and conveys information appropriately and simply; checks to confirm information is received as intended |
| Delivering Operational Excellence | Continuous Improvement | Recognises problem areas, strives to understand causes and tries to recommend solutions to prevent re-occurrence |
| | Handling Change | Identifies good ideas to solve problems and address issues; embraces change |
| | Customer focus | Understands customer needs, builds and maintains strong relationships and makes use of feedback to deliver great service |
| | Self-direction | Takes accountability for own actions and takes initiative to make things happen and achieve objectives |
| Developing the Best People | Developing Self | Supports own personal development; accepts and gives feedback and is not afraid to ask 'how?' |
| | Managing Self | Effectively manages own time, resources and relationships to ensure that work is completed efficiently |
| | Teamwork | Identifies ways to involve others and use their knowledge, ideas & skills to achieve team goals more effectively; celebrates success for everyone, and is motivated to contribute to the team |
| | Building relationships | Develops a wide network of positive relationships both within and outside the business to deliver results |