The Best Connection EMPLOYMENT GROUP

Role Profile: Senior Consultant

1. Position Details

Post:
Senior Consultant

Department:
Operations

2. Job Purpose

The Senior Consultant delivers excellent results personally and coaches others to achieve high performance. They promote the company to prospective clients both on the telephone and face to face. They deliver a high-quality service, fully understanding the needs of clients and assessing the skills of candidates in order to successfully match them to client requirements.

3. Key Responsibilities

Sales

- Exceed canvassing and sales targets
- Identify, pursue and develop potential sales opportunities with both existing and new clients
- Maintain and develop strong client relationships, understanding and selling the features and benefits of the TBC service to defend existing business
- Quote, negotiate and issue rates to companies (within normal parameters)

Servicing

- Understand and fulfil client requirements
- Actively manage temporary workers and client assignments, including arranging and attending service visits
- Respond to enquiries from, and resolve issues for, temporary workers and clients
- Provide out-of-hours contact and service on a rota basis
- Maximise temporary workers out to work

Recruitment

- Interview, assess and select appropriate temporary workers
- Ensure reference checking is carried out in line with client requirements
- Maximise available candidate pool through effective ongoing management of temporary workers

General

- Take accountability for strong performance in their areas of responsibility
- Coach colleagues to improve performance and sets the example for others to follow
- Ensure all records are maintained in an accurate, timely and professional manner
- Understand, and comply with, all TBC's policies, procedures and required regulations and legislation
- Liaise with Head Office staff as required to fulfil duties

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4: Knowledge & Experience

Essential

- Excellent communication skills
- Experience of a fast-paced sales or customer service environment

Desirable

- Previous experience within the recruitment industry

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	Analyses information, patterns and gaps in a logical way; 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
	Communcation	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 need, 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