The Best Connection EMPLOYMENT GROUP

Role Profile: Consultant

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

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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
	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 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