

## ROLE PROFILE

<b>Role:</b>	Client Engagement Consultant
<b>Department:</b>	Sales
<b>Reports to:</b>	Client Engagement Manager
<b>Is line manager:</b>	No
<b>Location</b>	Office and home based
<b>Working Hours</b>	37.5
<b>Contract Type</b>	Full time and permanent

### Main Purpose of the Job

You have one of the most important jobs at Estio/BPP. Every day you will be converting new business by finding that key BPP Group USP that's going to delight a potential client. You'll thrive on identifying clients' needs and matching them to our products to give a best-fit solution to ensure they provide their employees with the skills gaps they need to enhance their careers.

You'll love targets and the rewards they bring, and you'll always put the customer's needs first for a win-win outcome. You will be doing this by following up on leads and developing new business.

### Key Responsibilities

- Achieving contact conversion and revenue targets by matching our programmes, products and services to the needs of the client
- You will be targeted on bringing on new clients, you'll do this by working closely with our Business Development Executive team through LinkedIn, leads, pre-qualified leads and outbound campaigns
- Uncover new business or upselling opportunities from our wide portfolio of products with new or lapsed Clients
- Using prospecting sales techniques to seek out new opportunities and generate your own business within a high performing sales team
- Confidence and ability to pitch in virtual client meetings and showcase how we can support the client in retraining and retaining talent
- Advising clients on how they can best utilise their levy contribution or alternative funding options which may be available
- Converting student enquires into sales by identifying their needs and matching our programmes to give a best-fit solution
- Upsell Apprenticeship to standard Fee Payers
- Enrolling customers as well as Inputting student booking into the system and taking payments over the phone
- Working with the lead qualifying team to convert qualified leads into bookings and Recording details of all lead in the lead management system
- Communicate with employers through various technical means including V2V, LiveChat, Email, LinkedIn
- Recording and sustaining up to date client information as per BPP's Gold Standards practice, by ensuring all communication is housed centrally in our CRM

- Awareness of pipeline reporting and the ability to provide projections/sales reports on your current/expected results to Senior Sales Manager as and when requested
- Work with the contract manager to provide your clients with any nonstandard contract requests and the ability to explain it
- To share best practice with colleagues within and outside the department
- To keep up to date with any changes to BPP's products/services or processes/procedures which affect the operation of customer service
- Reporting system inconsistencies to a team manager and the IT/system support team
- Undertaking any other duties effectively, as required by Management

## PERSON PROFILE

### Skills/Qualifications

#### Essential

- Minimum of 1 years' experience working within a B2B/Sales environment
- Minimum 5 GCSEs at Grade C or above
- Target and sales driven and comfortable being measured on these
- Well organised and self-disciplined with the ability to work quickly and calmly under pressure
- Able to build good working relationships across all levels
- Able to demonstrate individual accountability
- Self-motivated with an ability to deliver on sales
- Experience of working within strict KPIs
- Attentive to detail and dedicated to quality
- Excellent organisational and time-management skills

#### Desirable

- Previous experience of using Salesforce
- Sales Account Management experience
- Involvement with the production of client contracts
- IT literate and competent with databases and spreadsheets

### Behaviours/Competencies

- The ability to learn quickly.
- The ability to converse using a range of media i.e face to face/over the phone/via email.
- The ability to build a good rapport with a diverse range of people.
- Can demonstrate resilience and perseverance.
- Can demonstrate enthusiasm.
- Willingness to learn about the world of apprenticeships is essential.
- Ability to adapt to a fast paced and changing environment.
- Ability to demonstrate professionalism.
- Demonstrates an upbeat and outgoing personality.

- Presents them self smartly and professionally.
- Ability to demonstrate confidence.
- Demonstrates proactivity.

## Commitment to Safe Guarding:

Estio Training is an organisation where all employees are in a position of trust with children, young people and vulnerable adults. Estio Training will therefore require a Disclosure and Barring Service (DBS) certificate for all staff appointed. Estio Training complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. A copy of the DBS Code of Practice is available on request. We are committed to safeguarding and promoting the welfare of all learners and expect all staff and volunteers to share this commitment whilst upholding the vision and values of Estio Training.

## Values:

We live by four key values. They guide us, shape our culture, and help us make decisions. They are who we are and how we do business.

- **Respect Individuals** - We treat others how we want to be treated
- **One Strong Team** - We work together and support each other
- **Be Passionate** - We push for success with positive determination
- **Achieve Excellence** - We set ambitious goals and deliver unparalleled quality