

Job Description

Job title: Sales Administrator

Location: Cambridge

Job Type: 3 month fixed term contract (full time)

Salary: £18,000-21,000 pro rata - depending on experience

Remote working

The National Extension College is looking for an experienced Sales Administrator to join the team on a 3 month fixed term contract from August to October 2021.

Overview

The National Extension College (NEC) is an educational charity based in Cambridge, which is part of the Open School Trust. NEC has provided tutor supported distance learning courses directly to learners for over 50 years, and also publishes learning resources for colleges and training providers.

Job purpose

To support the Sales and Marketing Manager and Course Advice Team during NEC's busiest months. The Sales Administrator will play a key administrative role in supporting the sales and marketing team by administering sales information, cataloging and following up enquiries and providing all other administration tasks essential to enrolment and sales order processing. Ideal candidates for the role are efficient and adaptable workers with good all-round administrative abilities, including a working knowledge of customer relationship management software. They must have excellent customer service skills and be good organisers.

Outline of key responsibilities

- Act as a point of contact for customer queries in the absence of any sales staff
- Recording verbal orders and enquiries – email and telephone - on behalf of the Sales and Marketing Department
- Follow up incoming enquiries by phone and email
- Provide assistance to sales team members in administration tasks essential to enrolment and sales order processing
- To maintain a simple and systematic filing system
- To ensure that all sales records (manual or electronic) are kept up-to-date, secure, and accurate
- To ensure that the Sales and Marketing Manager is aware of any administration issues and difficulties in Sales Admin processes
- Keep accurate records about discussions with potential students and/or sponsors and record in CRM system
- Take and process payments over the telephone and online in relation to course purchases, services and exam payments
- Support the activities of the sales and marketing team as appropriate
- Provide occasional ad-hoc administration cover elsewhere as required

Specific tasks

- Accurately process enrolments and sales orders and other admin to support these tasks
- Administer and assign Unique Learner Number (ULN) to new students
- Maintain knowledge of the market sectors in which NEC operates, be aware of NEC's competitors and contribute to knowledge sharing
- Undertake other duties, tasks and responsibilities as requested, and respond to changing priorities to meet the needs of the business

Performance measurement

- All tasks completed to given deadlines
- Tasks completed with minimal errors
- Increased efficiency within the sales team
- Minimal complaints

Skills, competencies and experience

- Excellent communication and presentation skills - both written and verbal
- Good analytical skills - able to understand and present data
- Proactive approach and also a team player
- Excellent attention to detail and willingness to check own work and the work of others
- Good time management
- IT literate and willing to learn new systems, for example learn@nec
- Experience of working in a customer service and/or administration role is essential
- Experience of working in education especially teaching support and/or assessment would be very useful

Person specification

A proactive and focused hardworking individual with drive and enthusiasm. A passion for education and the opportunities it presents to change lives, with a willingness to go above and beyond for NEC and its students.

Working arrangements: the post holder for this particular role will work remotely.

Application

To apply, please email helen.smith@nec.ac.uk with a CV and covering letter setting out:

- What appeals to you about the role?
- The fundamental skills and experience you would be able to bring to the role?
- Current salary?
- Notice period (if relevant)?
- If you live outside of Cambridge, would travel be an issue (where applicable)?