

Careers Course Sales Advisor

Candidate Information Pack

December 2022

A message from our Chief Executive

Thank you for showing an interest in this position with us.

UKSA is a maritime youth charity and world-renowned training centre of excellence. We inspire and support children and young people to broaden their horizons through inspirational water-based adventures, education and training for careers at sea.

People are important to us, and we wouldn't be able to do this without our amazing team of staff. At UKSA we are a community, and our people are our greatest asset. We recognise and celebrate high performance, those who go the extra mile and those who live our core values.

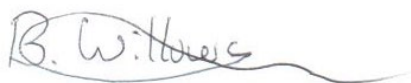
Founded nearly 35 years ago by philanthropist and entrepreneur, Noel Lister, and his wife Sylvia, over 150,000 people have benefited from our training and watersports programmes so far.

We believe all young people have a need but there are those that require greater support. We know that many children and young people are missing out on life-changing opportunities because schools, local authorities and parents simply can't afford to pay for them. The fragility of these young peoples' mental health is exacerbated by a reliance on isolating social media 'screen time'. Our outdoor learning programmes on the water are the antithesis to this.

In conjunction, we know that a career at sea can provide a life of adventure for those who are inspired to follow this path. We support all students with an aspiration for a long-term career in Maritime. Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want them to achieve their best and gain life-changing experiences, qualifications, and careers.

Our strategy is centred on extending our reach to more children and young people with the aim of helping them break free from their existing lives and prepare them for training and work.

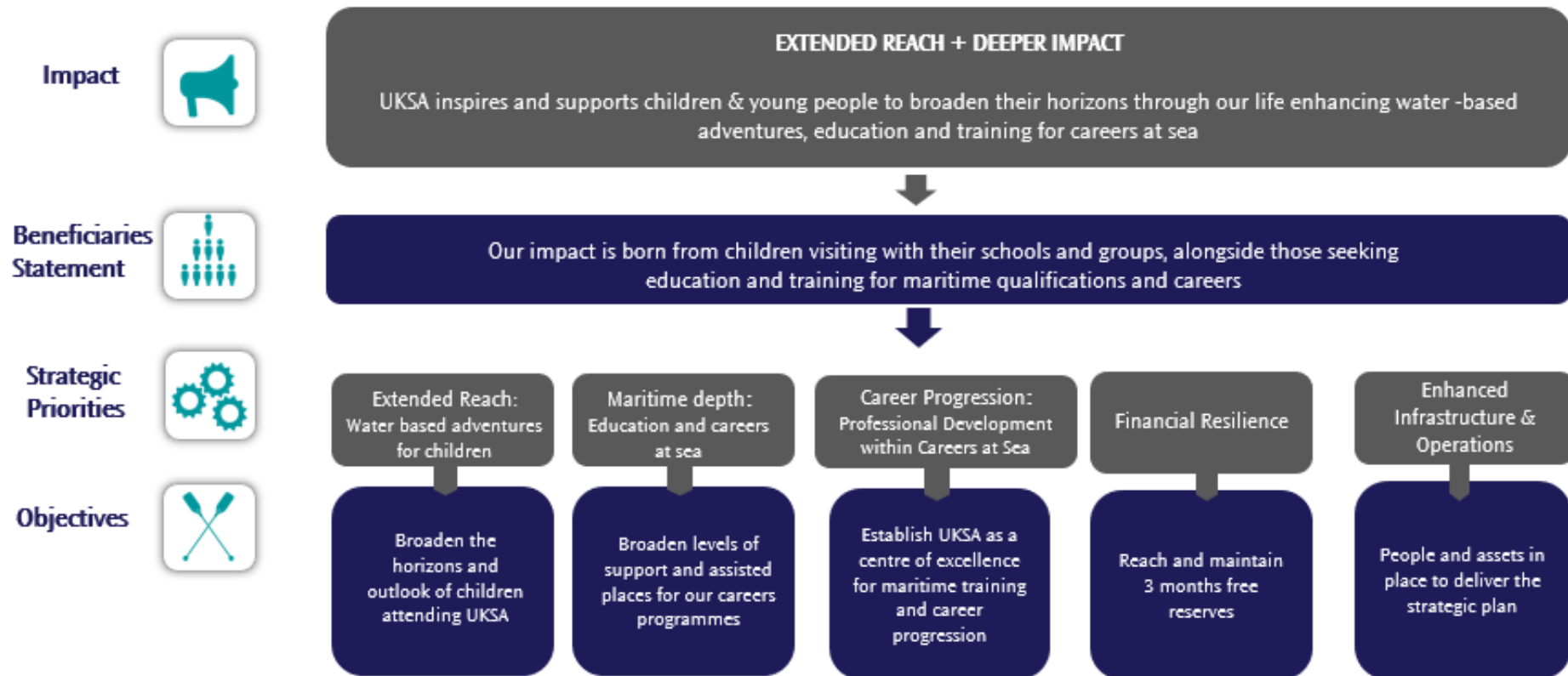
If you have any questions, then please do not hesitate to contact me and I look forward to your application.

A handwritten signature in blue ink that reads "B. Willows". The signature is written in a cursive style and is underlined with a wavy line.

Ben Willows
Chief Executive

Below is a summary of our "Extended Reach" Strategy:

IMPACT LED STRATEGIC APPROACH



About Us

For over 35 years we have been helping children take their first steps on the water, launching careers, pushing personal development with world-class training, and offering transformational opportunities as a leading youth charity.

We welcome over 11,000 beneficiaries each year, providing adventures for children and young people and training professional career students to work within the growing global maritime sector each year. We support our students to believe in themselves by providing a hand up not a handout. Our professional education, mentoring and training pathways create exciting long-term maritime career opportunities empowering our students to succeed for themselves, their communities and society.

Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want them to achieve their best and gain life-changing experiences, qualifications and careers.

We welcome over 8,000 children and their leaders from 130 schools and groups across the UK each year. Our water-based programmes are designed to increase children's life and leadership skills, build confidence and encourage teamwork with their peers. For many, UKSA is their first experience of the sea and being away from home.

Our world-class professional training and further education courses provide an alternative to university. We provide vocational training and qualifications to gain a career in the Maritime industry. We are the world's largest RYA training centre and widely recognised for both our RYA and MCA training courses. We are one of the world's top providers of MCA yachting certificates.

As a charity, we do much more than deliver training and certification. We also offer a range of development programmes that help transform the lives of those from the most deprived areas of the UK.

If we sound like the place you want to be, and you are ready to make a difference, check out our application process below.

Application Process

Please complete the application form which is available on the website and email it to

recruitment@uksa.org

Closing Date: 19th January 2023

Interview Date: TBC

Shortlisted applicants will be invited to:

- Attend an interview

Job Description:

Job Description and Person Specification	
Job Title:	Careers Course Sales Advisor
Reporting to:	Sales Manager
People/Team Management:	N/A
<p>Key Purpose:</p> <ul style="list-style-type: none"> To advise and book potential customers/students on UKSA's career training course products and pathways, including Further Education, Yachting & Watersports Career Training The organisation and delivery of UKSA's Career Training Open Days and various School assemblies, career events and shows as required to meet potential customers and drive bookings. These will be located both on the Isle of Wight and UK Mainland and maybe out of normal working hours. To understand and react to the revenue and income delivery requirements of UKSA to secure bookings on the career training courses To work with a flexible, creative, and collaborative approach and have a clear focus on delivering personal and team revenue and income delivery targets 	
<p>Duties and responsibilities will include but are not limited to:</p> <ul style="list-style-type: none"> Advising and liaising with a high volume of customers/students in relation to our career training course option products and pathways Securing course bookings to meet personal and team revenue and income delivery targets Liaising with the operations staff on course options and viability Maintaining all relevant course administration, for our Further Education, Funding and Apprenticeships. Checking and maintaining course statistics Responding to e-mail, website, and telephone enquiries within a timely manner. Answering phones within the UKSA's 3 ring policy All relevant sales administration The organisation and delivery of UKSA's Career Training Open Days and various School assemblies, career events and shows as required to meet potential customers and drive bookings. These will be located both on the Isle of Wight and UK Mainland and maybe out of normal working hours. 	
<p>Health & Safety</p> <ul style="list-style-type: none"> Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our share legal requirements 	
<p>Individual/Team Performance and Development (if not managing staff)</p> <ul style="list-style-type: none"> Ensure adherence to all policies and procedures and promote the Vision, Purpose and Values of UKSA Understand your objectives and how these fit in with individual, team and business performance Take responsibility for your own performance and development by preparing for and take full part in 1-1 reviews and appraisals with your manager Deliver excellent customer service standards by understanding and responding to our customers' changing needs 	
<p>General</p> <ul style="list-style-type: none"> Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures Make a commitment to deliver excellent customer service 	

This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder

Person Specification

Person Specification		
	Essential	Desirable
Knowledge:	<ul style="list-style-type: none"> Strong sales background 	<ul style="list-style-type: none"> Ideally have an understanding of the various Royal Yachting Association (RYA) and Maritime and Coastguard Agency (MCA) courses and qualifications along with some experience of watersports and/or yachting, however full training will be given for the right candidate
Qualifications:	<ul style="list-style-type: none"> Educated to A-Level Academic passes in English and Maths 	<ul style="list-style-type: none"> A customer service qualification would be an advantage but is not essential
Experience:	<ul style="list-style-type: none"> Experience of delivering to, and meeting, targets IT literate with good knowledge of Microsoft Office and CRM/data management systems for data input and interrogation Excellent written English and strong administration skills Numerate, with a high level of attention to detail and accuracy 	<ul style="list-style-type: none"> Previous experience of Salesforce an advantage but not essential as training will be given
Skills:	<ul style="list-style-type: none"> Highly organised with strong motivation to deliver to the highest standards Excellent communication skills; able to engage at all levels in the organisation Strong customer focus and desire to deliver the best outcomes for beneficiaries A desire to be part of a close team and sharing the goals; pro-actively supportive to colleagues to achieve a high standard of team performance Ability to work collaboratively, and cross-functionally 	

Key Terms and Conditions

Salary	£21,000 pro rata per annum plus a Bonus, and an Employee Benefits and Recognition Package Payable on 28 th of each month
Annual Leave	25 days plus Bank Holidays pro rata The leave year runs from 1 December to 30 November
Working Hours	40 hours per week over 5 days Flexibility in your hours will be required to include weekends, public holidays, and evenings as the needs of the business dictate
Location	You will be based onsite UKSA Arctic Road Cowes Isle of Wight PO31 7PQ
Pension	National Employment Savings Trust Employee contribution of 5% Employer contribution of 3%
Sickness	In the first three months of employment, you are entitled to Statutory Sick Pay only and thereafter in accordance with UKSA Policy
Notice Period	Probation period of 6 months During the probationary period notice will be 1 week and after that 1 months' notice will be required
Disclosure and Barring Service check	Enhanced DBS disclosure will be applicable

