



Learning & Development Advisor (Telesales Executive)

Contract term: Permanent

Hours: 37 hours per week

Location: ACT Head Office & Cardiff Skills Centre, Ocean Park House, Cardiff

Salary: £22,000 rising to £23,500 per annum pro rata, eligibility for bonus.

If you would like to work for an organisation that holds 3-star accreditation with Best Companies demonstrating extra-ordinary levels of staff engagement, has gained a place on the Times Best 100 Companies to work for in the UK for the last seven consecutive years and that holds Investors in People Platinum accreditation we would love to hear from you!

Who we are:

As Wales's largest Training Provider, ACT provide a wide range of training programmes and qualifications including Traineeships, Apprenticeships, Higher Apprenticeships and Schools provision across 30 different sectors throughout Wales.

ACT is all about people. With a family feel culture we believe our employees are our greatest asset. We're all extremely passionate about making a positive difference to people's lives by providing excellent learning programmes and opportunities.

What you'll do:

We are currently recruiting for a Learning & Development Advisor (Telesales Executive) to develop employer relationships and find funded apprenticeship learners. You will provide excellent customer service to learners and employers in order to secure retention.



This is an exciting opportunity for an experienced (minimum of 2 years' telesales experience) individual to join a growing team and develop your own leads and new business.

The role is based at our Head office, Ocean Park House, Cardiff and fits within the Business Development Team reporting to the Head of Business Development.

ACT is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Car uplifts (where applicable)
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

What you are responsible for:

- Prospecting and achieving new business targets.
- Developing and maintaining a database of customers' information for business development purposes.
- Develop company marketing activities, follow-up mail/e-shots and develop other new business.
- Work closely with the delivery team in order to ensure best possible service for apprenticeship learners.
- To provide excellent customer service to learners and employers in order to secure retention.
- Any other duties as requested by your Manager, which may be necessary from time to time.

Personal and other duties and responsibilities:

- Demonstrate dignity, courtesy and respect towards others.
- Critically reflect on own values, knowledge and skills to improve learning.
- To actively keep updated with the company's services and programmes.
- Maintain CPD by attending training events, courses, meetings, workshops and seminars to keep abreast of subject/vocational area to not only develop yourself but also the company.
- To demonstrate clear written and verbal communication skills including report writing skills.
- To be highly self-motivated and organised.
- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.
- An ability to work on own initiative and meet set timescales.

- General housekeeping duties.
- To display ACT core values at all times.

Person Specification

What we are looking for:

| | | Assessment Method | Essential | Assessment Method | Desirable |
|---------------------|---|------------------------|--|-------------------|--|
| Experience | A | Application/ Interview | Experience of client account management A minimum of 2 years' experience of business telesales - ideally with some experience of selling training | A | Application/ Interview Knowledge of Work Based Learning |
| | B | Application/ Interview | Experience of telesales and a successful track record in an outbound telesales environment- ideally with some experience of selling and training | | |
| Skills & Attributes | A | Interview | Creative and passionate for training/learning | A | Interview/ Application Welsh speaker |
| | B | Interview | Self-starter | | |
| | C | Interview | Excellent organisation skills and ability to manage own time effectively | | |
| | D | Interview | Excellent attention to detail | | |
| | E | Interview | Excellent written and verbal communication skills | | |
| | F | Interview | Problem solver | | |
| | H | Interview | Well organised with excellent planning skills | | |
| | I | Interview | Reliable, respectful, confident and well presented | | |
| | J | Interview | Good IT skills with programmes such as Word, Excel and Outlook | | |
| | K | Interview | Willingness and ability to be flexible and go above and beyond as and when needed | | |
| | L | Interview | Team player with ability to work on own initiative | | |
| | M | Interview | Willingness to undertake personal & professional development in relation to your role and business needs | | |
| Personal Qualities | A | Interview | To uphold ACT Values | | |

Have you got what it takes?

<https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=527-9B7AAB5D-403A-4465-A6FE-A54AB5AF32C9&VacancyID=19744-3260CA12-1AC5-461A-A006-AD5874C56576>

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We invest in people Platinum
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