

# Person Specification

<b>Post Title:</b> Sales Coordinator		<b>Grade 4 (S2JE)</b>	<b>Department:</b> Lottery	
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	Good standard of education to A level or equivalent  English and Maths GCSE grade A-C or equivalent	Application form	Management qualification.  Qualification in Sales, Retail, Marketing or Customer Services.	Application form

<p>Experience</p>	<p>Retail/Customer Service/ Sales Management experience in the commercial or voluntary sector/and or qualification in retail or customer services to NVQ level 4 or equivalent</p> <p>Experience working in a team leader / coordinating role.</p> <p>Demonstrable experience of achieving sales targets and motivating a team to achieve targets.</p> <p>Proven track record of managing and delivering successful sales activities.</p> <p>Experience of inputting &amp; extracting data from databases / reports to support the monitoring and analysis of sales activities.</p>	<p>Application form/interview</p>	<p>Management experience in the voluntary sector.</p> <p>Experience working with volunteers.</p>	<p>Application form/interview</p>
<p>Skills and Knowledge</p>	<p>Management, leadership and training skills.</p> <p>Excellent administrative skills</p> <p>Good knowledge and understanding of sales and customer service.</p> <p>Excellent communication skills.</p> <p>Good understanding of Health and Safety.</p> <p>Computer and IT skills.</p>	<p>Application form/interview</p>	<p>Marketing knowledge.</p>	<p>Application form/interview</p>

Personal  
Attributes

Excellent interpersonal and communication skills.

Ability to work on own initiative.

Ability to manage and motivate a team.

Ability to make reactive and proactive decisions.

Motivated and passionate about business and customer service.

Adaptable and flexible.

Positive and enthusiastic attitude.

Able to evidence behaviour consistent with the Hospice values of professionalism, choice, compassion, integrity, respect and reputation.

interview

<p>Special Requirements</p>	<p>Physically able to undertake the role, to include transporting marketing resources</p> <p>Some flexibility in the hours worked (some unsociable hours may be required as part of this post) lengthy periods of standing/sitting while canvassing</p> <p>Full driving licence, access to own vehicle with comprehensive business insurance as the post holder will be required to work in the area assigned, which may include remote locations</p>			
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**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....