



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Sales Assistant, Commercial and Campus Support Services



Salary: Grade 3 (£16,654 – £18,263 p.a.)

Reference: FDCCS1185

Closing date: 29 July 2018

We will consider job share and flexible working arrangements

Sales Assistant

Sport and Physical Activity, Commercial and Campus Support Services, Facilities Directorate

Do you enjoy sales? Do you want to work in sport? Are you driven and motivated by achievement?

An exciting opportunity has now arisen to work in our Sport and Physical Activity service to provide a range of sales support and be responsible for meeting challenging membership targets to help achieve our new sports strategy. Working as part of the proactive Sales and Marketing Team, we are looking for a team player who is highly motivated, organised and who can deliver outstanding customer service.

You will act as the point of contact for all membership matters and play a key role in assisting to raise our profile to new audiences and continue to enhance our reputation. A range of sales and administrative duties including processing memberships and payment and assisting in the organisation of events and open days also forms a key part of this role. You will also be responsible for contributing to the development and management of the wider sales plan, along with evaluating the impact of promotional activity and understanding our customers through market research.

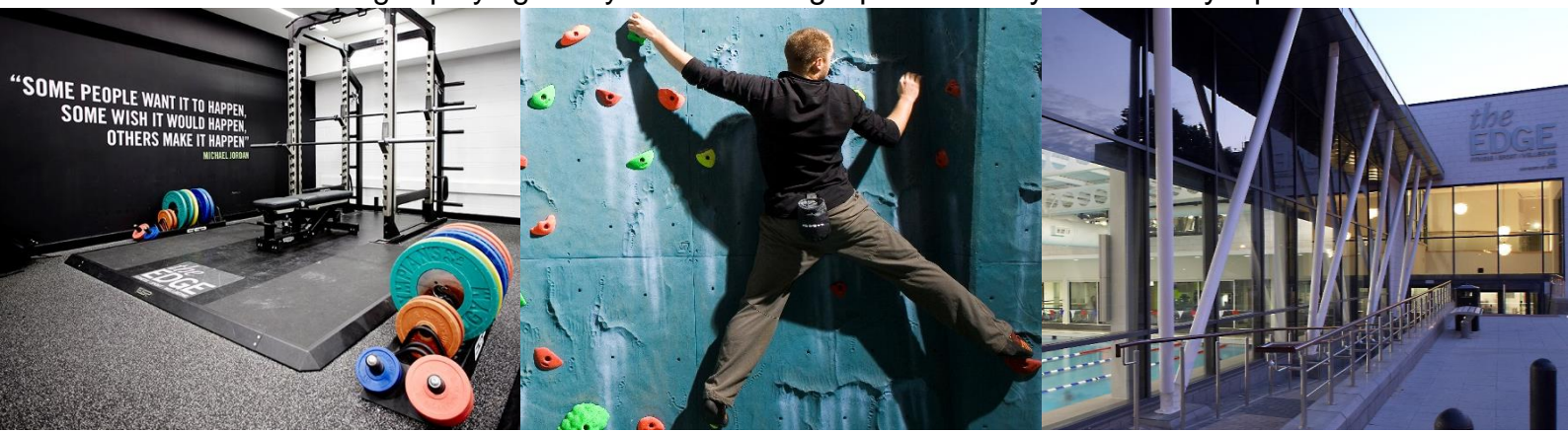
You will have experience working in sales in a customer focussed environment, with excellent communication skills and the ability to build effective relationships. With a commitment to providing excellent customer service and identify continuous service improvements, you will have the ability to manage and prioritise your own workload and work under pressure to meet deadlines. You will also have high level of accuracy and attention to detail, with excellent analytical, numeracy and literacy skills.

The role is required for 35 hours each week on a shift system, which may include the requirement for you to work during an evening, weekend and occasional Bank Holiday working.

What does the role entail?

As a Sales Assistant your main duties will include:

- Working with the Facilities Directorate Sales, Marketing and Retention Manager playing a key role in raising Sport and Physical Activity's profile to



new audiences and continuing to enhance our reputation within the city and the sector;

- Assisting with the delivery of sales activity and events in and out of facilities, generating leads by undertaking outreach work (such as staff/corporate roadshows, leaflet drops) and using referral tools and subsequently managing the database;
- Meeting targets for sales and retention and reviewing and reporting these on a regular basis;
- Acting as the point of contact for all membership matters for prospective enquiries, upgrades, cancellations and refunds;
- Undertaking administrative duties associated with memberships including taking payment, arranging inductions, processing direct debit payments and following up with any queries;
- Cash handling and cashing up at the end of the shift;
- Assisting in the organisation of sales plan events, including University Open Days and corporate/staff road shows and working collaboratively with other sections of the service to support their events and to use them as a sales and marketing and relationship building opportunity;
- Helping develop and implement sales, marketing and communications plans, identifying new innovative commercial initiatives and potential customer markets, retention, PR, target revenue and expenditure;
- Gathering information to support the regular and comprehensive market research programme which focusses on analysing competitors, the environment and understanding our customers;
- Leading and responding to initiatives that raise the profile of the service; raising our profile through targeted public relations opportunities;
- Provide professional and excellent customer service by adhering to service standards and values;
- Any other duties as may reasonably be required, consistent with the grade of the post;

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



What will you bring to the role?

As a Sales Assistant you will have:

- Experience of working with challenging target driven sales in a customer focussed environment, with a commitment to providing exceptional customer service;
- Ability to quickly build rapport and develop effective working relationships;
- Excellent communication and interpersonal skills, with the ability to effectively persuade, negotiate and influence others;
- Excellent organisational skills, with the ability to effectively manage and prioritise own workload and work under pressure to meet deadlines;
- Team oriented with proven ability to contribute to a team, along with the ability to work on own initiative;
- Excellent analytical, literacy and numeracy skills;
- Ability to work accurately, with high attention to detail;
- Computer literate with a good understanding and experience of using Microsoft Office packages (Outlook, Word, Excel);
- Ability to drive continuous service improvements;
- Commitment to demonstrate behaviours in line with the values of Commercial and Campus Support Services and the University.

You may also have:

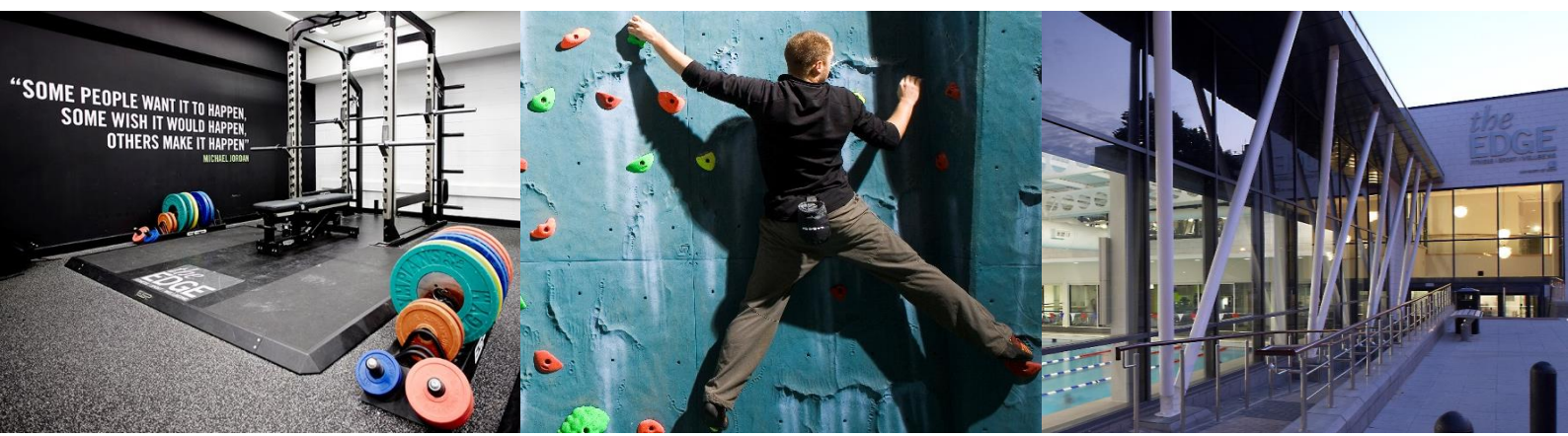
- Sales experience in a sport/health and wellbeing/physical activity environment;
- A working knowledge of Higher Education;
- Experience of website management.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:



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Additional information

Find out more about the Service of [Sport & Physical Activity and The Edge](#)

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

