

Job Description

Cyrenians Training Services: Sales Coordinator

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Since 2006 Cyrenians has been successfully delivering conflict resolution services to families primarily through mediation, support and conflict resolution workshops for young people. In 2012 this was extended to carers and professionals, through our nation-wide project the Scottish Centre for Conflict Resolution (SCCR).

Our success has been achieved by working directly with families in conflict as well as delivering conflict resolution workshops in schools, and providing training for parents and professionals in organisations across Scotland.

To build on our expertise in this field we are now looking to generate income through our Conflict Resolution Skills training by selling it to customers in the corporate sector, Independent Schools, Third Sector and other appropriate organisations that may be identified.

Whilst the position reports to the Head of Enterprise, it will also interact closely with Cyrenians Mediation and Support Service and the Scottish Centre for Conflict Resolution team in particular.

This position requires strong interpersonal skills and the ability to close sales whilst building trusted relationships. We are looking for a compassionate individual who has the initiative and passion to help our newest social enterprise initiative be a success. The

successful candidate will be resourceful, making this project a success through clear, well-written marketing communications, development of trusted relationships with clients and overall project coordination. The individual will focus on delivery of results, generating bookings from clients for the training courses and workshops, and will be accountable for income generation. The successful candidate will also be responsible for monitoring and evaluating the enterprise results ongoing including the writing of reports for project stakeholders.

2 Main Aims

Generation of sustainable social enterprise income in line with budget plans is critical to supporting Cyrenians' core service delivery in the current challenging funding environment.

The successful candidate will be the primary contact for potential, new and existing customers of Cyrenians Training Services as well as arranging for Trainers to deliver the sessions and workshops.

The Enterprise Training Services Sales Coordinator will be responsible for the acquisition of customers through detailed marketing strategies, planning, execution and delivering against clear KPIs set internally. Initially this will primarily focus on the continued development and selling of our Conflict Resolution Skills Training offering, delivering bookings and generating income in line with the budget plans set by the Head of Enterprise.

3 Tasks and Responsibilities

- Training Services Sales: Identify potential customers that could benefit from Cyrenians Training services, make the initial contact to promote our offerings and proceed to securing bookings and revenue generation. Explore the different needs of the customer and, when required, liaise with Cyrenians staff to customise the offering to meet specific customer needs.
- Support Enquiries: Be the primary point of contact for enquiries, and follow-up with customers. Liaise with trainers for the scheduling of courses, and ensure delivery occurs as planned.
- Marketing Communications: Send any marketing materials to engage potential customers with this service. Update and develop materials, and draft copy for social media posts to promote the service.
- Delivery focus: Ensure delivery of bookings and revenue streams through proactive pipeline management to achieve in line with budget.

- **Project Coordination:** Be responsible for the overall administration of project - tracking sales, leads, confirmed customers, invoicing and scheduling of delivery of courses, etc.
- **Building Relationships:** Create and nurture relationships with potential and existing customers to maximise training and workshop delivery opportunities and engage with other departments within Cyrenians to introduce areas of volunteering and fundraising to clients with the goal of optimising Cyrenians relationship with key clients.
- **Monitoring and Evaluation:** Ensure the quality and relevance of the project through rigorous monitoring and evaluation.

4 Person Specification

Knowledge and Skills	
Confident and capable communicator	Essential
Strong relationship building skills	Essential
Knowledge of the training sector in Scotland	Essential
Good organisational abilities	Essential
Strong oral communication skills	Essential
Proven track record of meeting clients' needs and delivering against key income KPIs	Essential
Strong capability to interpret budget plans and shape day to day activity to ensure client engagement drives positive sales results	Essential
Good report writing skills with the ability to produce accurate and well-presented work	Essential
Excellent interpersonal skills	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Positive thinker and creative problem solver	Essential
Experience of selling or organising training courses or events or relevant products	Essential
Experience of delivering training courses or events or relevant products	Desirable
Attributes	
Enthusiastic and positive energy	Essential
Dynamic and engages well with people	Essential
Embraces challenge and is driven to succeed	Essential
Appreciation for Cyrenians Mission and shared values of Compassion, Respect, Integrity and Innovation.	Essential
Circumstances	
Able to work flexible hours in line with the requirements of the post. Must be willing and able to occasionally travel across the country. Where appropriate, time off in lieu may be agreed.	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Head of Enterprise
<u>Reporting:</u>	Report against work plan at regular support and supervision meetings. Monitor and report against and targets.
<u>Liaison with:</u>	Social Enterprise team, Mediation & Support team, and Scottish Centre for Conflict Resolution team.
<u>Workplace:</u>	Based mainly in Edinburgh office with visits to our West Lothian, Bathgate and Falkirk offices and across Scotland as required.
<u>Working Hours:</u>	21 hours per week which may include occasional overnight, evening and weekend work
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	SCP29-32: £27,900-£30,560 per annum pro rata. This equates to a pro rata salary of up to £15,835 for a 21 hour week at SCP29.
<u>Driving licence:</u>	Desirable.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Status:</u>	Permanent contract (subject to probationary period)
<u>Disclosure:</u>	Not required

6 Application deadline and Interview dates

<u>Closing date:</u>	Monday 27 th May, 2019 @2pm
<u>Interview date:</u>	4 th June, 2019
<u>Second stage interview:</u>	10 th June, 2019

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.