

**QA**

**JOB  
DESCRIPTION**



## 1. JOB SPECIFICS

<b>Job Title:</b>	DS2 - Account Executive
<b>Reports to:</b>	
<b>Location:</b>	
<b>Department:</b>	Direct Sales - Sales

## 2. ABOUT THE ROLE

<b>What you'll be doing?</b>	Your primary focus is to develop new customer relationships using the sales techniques gained from our in-house training programme and on-the-job coaching to successfully deliver against specific, measurable targets.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Identify and liaise with key stakeholders/decision makers in both new and existing customers by telephone and email in order to create and close sales opportunities</li> <li>• Maintain all relevant sales management information &amp; report on sales activity</li> <li>• Prepare quotes and proposals for customers</li> <li>• Deliver high levels of customer service</li> <li>• Constantly developing an understanding of your product offering and sales techniques</li> </ul>
<b>KPIs &amp; SLAs</b>	<ul style="list-style-type: none"> <li>• Generate revenue and/or margin in line with individual/team target</li> <li>• Maintain and grow customer base</li> </ul>
<b>Key Working Relationships</b>	Sales, Scheduling, Finance and Delivery teams

## 3. ABOUT YOU

<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Competent verbal and written communication</li> <li>• Ability to learn and develop</li> <li>• Methodical approach to tasks and an understanding of how to plan and prioritise your workload</li> <li>• Ability to recognise when issues or opportunities arise that require resolution or escalation</li> <li>• Ability to work under pressure</li> </ul> <p>Good attention to detail</p>
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<b>Your Experience</b>	<ul style="list-style-type: none"> <li>• Some experience within a sales role (c 1 year, dealing with internal or external stakeholders, or a customer service role by email, telephone and face to face (business to business desirable)</li> <li>• Experience of using IT systems e.g. Client Relationships Management is desirable</li> <li>• Proficiency in Microsoft Office at beginner level</li> <li>• Working to tight deadlines where high levels of accuracy are required</li> <li>• Some experience of delivering against performance objectives</li> </ul>
<b>Your Knowledge</b>	<ul style="list-style-type: none"> <li>• Some understanding of the sales process</li> <li>• Understanding of what 'good' customer service is</li> <li>• Understanding/appreciation of approaches to learning styles</li> </ul>
<b>Your Qualifications</b>	<ul style="list-style-type: none"> <li>• Ideally you will be educated to Degree level or equivalent or studying towards this level Or</li> <li>• Experience in a similar sales role that would reflect degree level qualification</li> </ul>
<b>What you'll bring to QA</b>	<ul style="list-style-type: none"> <li>• Personal drive and motivation to achieve</li> <li>• Tenacity and resilience</li> <li>• Positive, sociable personality</li> <li>• Good team player</li> <li>• Entrepreneurial spirit</li> <li>• Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</li> </ul>

## 4. ABOUT QA

<p><b>About us</b></p>	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b></p> <p>For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.</p>
<p><b>We promise to be</b></p>	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs – fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you – our learners and our customers – to earn your trust.</li> <li>○ We connect a solution to your problem – we have tonnes of different services to help you.</li> <li>○ We’re the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change – and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods – no matter how out there.</li> <li>○ We’re curious – about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>

**What's on offer?**

[please adjust according to the specific benefits offered for this position]

Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 **Training Days** every year, to focus on subjects they're interested in.

We also know that many people like to "give back" and so we offer 2 paid **Charity Days** each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.

We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous **25 days' holiday** per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.

It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution **pension** plan and will match your contributions up to a maximum of **X%** of your basic salary.

Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by **Life Assurance** (4x your basic salary) and **Permanent Health Insurance** (after a qualifying period) in the event that ill health, or worse, disrupts our plans.

And finally, a few fringe benefits to assist with travel and lifestyle choices:

- Season ticket loan
- Corporate gym membership
- Cycle to work scheme