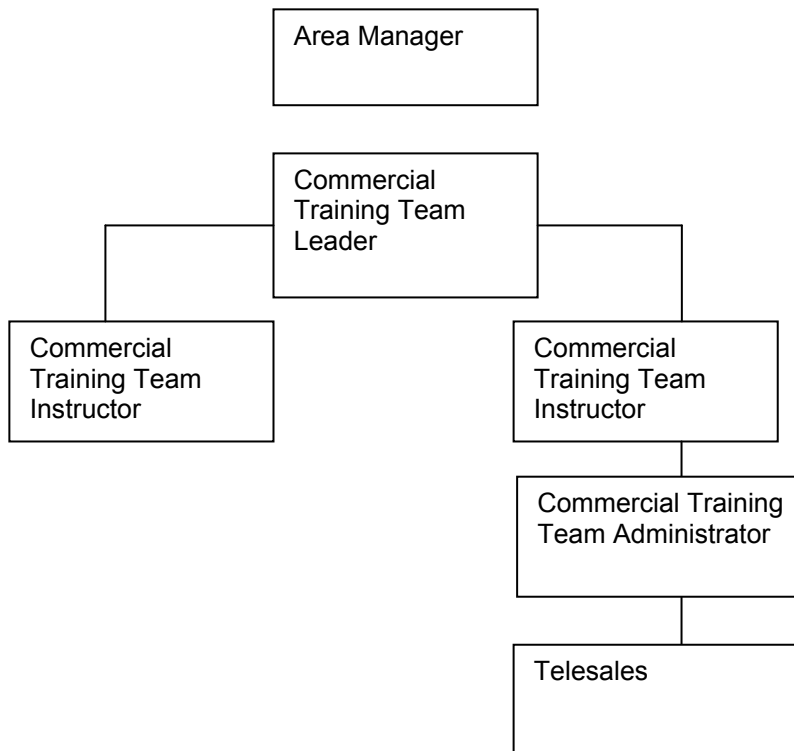


## JOB PROFILE TEMPLATE (GREEN BOOK)

<b>Job Title:</b>	Telesales Administrator		
<b>Post Reference</b>		<b>Permanent/ Temporary</b>	Temporary
<b>Grade/Role:</b>			
<b>Hours:</b>	0900 – 1600 hours, Monday to Friday		
<b>Reports to:</b>	Commercial Training Team Leader		
<b>Directorate/ department:</b>	Commercial Training Limited		
<b>Location:</b>	Training School		
<b>Profile prepared by:</b>	Dave Logsdon		
<b>Approved by:</b>	Steve Buck		
<b>Profile Effective from:</b>	14 July 2009	<b>Last reviewed:</b>	14 July 2009
<b>Postholder name</b>		<b>Signature</b>	
<b>Main Purpose of the Job:</b>			
To carry out telesales to existing and new customers selling fire service courses and entering the information onto a database.			
<b>Organisational Structure</b>			



<b>Dimensions</b>
<b>Context</b>
<b>Main Duties and Responsibilities:</b>  Telesales to existing and new customers promoting fire courses such as Fire Warden/Marshal and Fire Extinguisher Training Complete approximately 70 calls per day Refer customers to Commercial Team for advise Diarise and carry out follow up calls to customers Data entry of customer details Issuing RBFRS Commercial Training course material to potential customers via email.
<b>General Responsibilities of Royal Berkshire Fire and Rescue Service Personnel:</b> Uphold and promote the values of Royal Berkshire Fire and Rescue Service, complying with the required standards of conduct and integrity, and demonstrating commitment to helping the Service achieve its vision of a Safer Berkshire. Practise and promote the Service's policies to support the health and safety of themselves, their colleagues, and anyone else who may be affected by their actions. Promote and adhere to the Service's policies on equality and fairness, and treat colleagues and members of the public with respect. Value the contributions of a diverse workforce, and respond to the different needs of individuals and groups within the organisation and in the community. Take responsibility for their own performance (including personal fitness) and participate positively in development activities. Contribute to the development of others. Participate, if required, in any investigations or procedures relating to health & safety, disciplinary, or legal matters. Act in an environmentally responsible manner by minimizing pollution and the wasteful use of energy and resources. In order to secure the best possible service to the public or the welfare of their

colleagues, all employees may from time to time be asked to undertake appropriate duties which fall outside their usual area of responsibility. Employees are expected to respond positively to such requests.

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Source of evidence</b>	<b>Desirable</b>	<b>Source of evidence</b>
<b>Skills and aptitudes</b>	<p><i>On recruitment</i></p> <p>Confident on the phone able to carry out telesales calls.</p> <p>Self motivated</p> <p>Able to work unsupervised.</p> <p>Excellent Communication skills</p> <p>Good interpersonal skills, able to clearly express oneself and engage with people at all levels</p> <p>Basic Outlook skills</p> <p><i>At experienced level / after training</i></p>	<p>I</p> <p>I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p>		
<b>Knowledge</b>	<p><i>On recruitment</i></p> <p><i>At experienced level / after training</i></p>		Previous telesales experience preferred but not essential	
<b>Experience</b>	<p><i>On recruitment</i></p> <p><i>At experienced level / after training</i></p>			

<b>Qualifications</b>	<i>On recruitment</i>			
	<i>At experienced level / after training</i>			
<b>Other requirements</b>	<i>On recruitment</i>			
	<i>At experienced level / after training</i>			

AF application form  
 PT practical or physical test  
 R reference

I interview  
 M medical declaration/examination  
 DC document check

WT written test  
 X other