

## Hello, we're The English Studio!

The English Studio is a language provider passionate about delivering life changing experiences that really make a difference to our customers worldwide. We are a young, energetic, fun and fast-paced business to work for and we offer excellent opportunities to ambitious people (like us!).

Diversity is at the heart of our business as we welcome students to our schools from every corner of the globe on a daily basis. We apply the same ethos to our staff – our London and Dublin based teams bring expertise from all over the world which contribute to an exciting, dynamic and forward-thinking environment. If being part of our successful team sounds like an opportunity you don't want to miss, then this role might just be for you...

We're looking for an organised, detailed and communicative Sales Executive who will complement our fast growing sales function across both London and Dublin schools. This London based role is key to the overall performance of a team working across multiple international source markets. Acting as first response to our to our direct business when dealing with student leads through various online marketing channels, on the phone or face to face right here in our school. The successful applicant will be meticulous with processes, have firm attention to detail and the ability to work well under pressure. Serving the needs of our students in different languages with varying degrees of proficiency in English, this will be both challenging and rewarding to the right candidate. An exciting opportunity for someone that thrives in a fast paced environment, has an excellent customer service track record and an ambition to develop within sales.

## Sales Executive - London

### Summary

Reporting to the Head of Business Development (HBDM), our Sales Executives have the ability to multitask throughout their working day ensuring exceptional service is delivered to our students whilst sales targets are consistently achieved. Communication is key to this role and the confidence to work on the phone, with our online chat function, via email and in person, this is a fun and varied role. The ability to speak multiple languages is preferred to support perspective students through the sales process. The successful candidate will be a self-starter, quick learner and be able to work with our embedded CRM system Salesforce following initial training. Due to the financial responsibilities of the role it is important to have excellent attention to detail and quickly become proficient in the process to generate invoices and reconcile partner accounts. Sales Executives have an extensive knowledge of the product which makes for positive conversations with students and the skill set to guide customers to making informed choices on their future courses, accommodation and exams options.

### Key responsibilities

- Responsibility to hit sales targets through new business and course extensions
- Building relationships with existing and new customers to increase positively impact sales performance
- Work with the company contact strategy to optimise sales conversion through assigned leads
- Work with the company ethos of sales through service delivering exceptional levels of customer care at each stage of the student journey
- To have a high level of knowledge and understanding of markets, products and services
- Upload student documentation to Schoolworks ensuring everything is in place for future enrolments
- Provide accurate information needed for visa applications and confirmation of bookings
- Process accommodation requests for homestay, residence and flat-share students, this includes contacting suppliers and sending confirmations
- To communicate effectively within and outside the global organisation

- To behave in a courteous and professional manner with colleagues and clients at all times and to respect any such relevant codes of conduct and to ensure that staff do so
- To work with the line manager to develop and enhance sales opportunities
- To develop new sources of business and new opportunities
- To be familiar with relevant product information to ensure quick and effective sales
- To be fully aware of all internal procedures with regards to quality issues and to play a meaningful role in the quality cycle
- Flexibility to work one weekend in four (from home) on-call for student needs and on the live chat function
- To have and demonstrate an awareness of student welfare and the safeguarding of younger learners at the institution
- Communicate effectively between all internal and external teams (across both schools) to ensure each member has sufficient information to be able to achieve the best sales and service results

### **What we're looking for**

- Native English skills both spoken and written
- Outstanding communication, presentation and interpersonal skills
- Ability to work to strict deadlines delivering excellent results
- Proven track record in outstanding customer service and experience in sales
- Hard working, well organised, enthusiastic, creative, forward thinking and fun-loving
- Flexible approach to teamwork
- The ability to speak multiple languages fluently

### **What's on offer**

- Competitive salary
- Commission payable on achieved targets
- Holiday entitlement of 20 day per year plus national holidays
- Childcare vouchers
- Cycle to work scheme
- Contributory Pension scheme
- Career progression opportunities
- A fun, friendly, forward-thinking and fantastic environment to work in

If you believe yourself to be a great fit for this role then you may well be just who we've been waiting for. Please send us your CV and a cover letter.