

## Sales Support

<b>Department:</b>	Sales Support	<b>Location:</b>	HO – Chester le Street	<b>Reports to:</b>	Sales Support Team Leader
<b>Role Type:</b>	Permanent	<b>Salary Scale:</b>		<b>Hours of Work:</b>	Full Time (35 Hrs/week),
<b>Role Purpose:</b>	To provide administrative support to assist in the day to day operational running of the sales support department.				
<b>Our Purpose:</b>	To create new ways to make people's lives easier. We're groundbreakers who demand better service, outcomes and ways of doing things.				
<b>Responsibilities:</b>			<b>Person Specification:</b>		
<ul style="list-style-type: none"> <li>• Provides support to internal and external sales people and introducers in the sales process from proposal to the deal being paid out.</li> <li>• Ensures all customer documentation is accurate and processed as necessary</li> <li>• Stays up to date with a basic understanding of funder requirements and where they fit in the market</li> <li>• Uses different funder proposal platforms to propose deals</li> <li>• Accurately raises documents</li> <li>• Adheres to Standard Operating Procedures for the Sales Support Department</li> <li>• Liaises with funders / sales people</li> <li>• Resolves day to day enquiries and escalates to a team leader if unable to find a resolution</li> <li>• Maintains confidentiality</li> <li>• Continually seeks to develop an understanding of basic finance principles and financial information</li> <li>• Works in alignment with the group's purpose, vision and strategy</li> <li>• Continually seek and act upon opportunities for personal and team development</li> <li>• Carry out other duties, which may or may not be related to the job, as reasonably requested by management</li> <li>• Work in line with the FCA Consumer Duty Regulations within ASAF at all times</li> </ul>			<p><b>You will be:</b></p> <ul style="list-style-type: none"> <li>• Thoughtful, Inspiring and Driven</li> <li>• Proficient in the use of Word, Excel and Outlook</li> <li>• A team player with a professional approach to work and able to work using own initiative</li> <li>• Numerate and comfortable when handling financial transactions</li> <li>• Intuitive with IT systems and platforms</li> </ul> <p><b>You will have:</b></p> <ul style="list-style-type: none"> <li>• A can do attitude</li> <li>• Strong interpersonal skills with an ability to communicate effectively at all levels, both verbally and in writing and both within the organisation and external bodies</li> <li>• 5 GCSEs (or equivalent) grade A to C including Maths and English</li> <li>• An analytical mind with problem-solving skills</li> <li>• Good personal organisation – able to prioritise work to meet tight deadlines, able to work well under pressure, remaining calm and focused in a busy atmosphere</li> <li>• Recent and relevant experience as an administrator</li> <li>• Excellent attention to detail</li> <li>• Proven Customer Service skills</li> <li>• A good telephone Manner</li> <li>• An awareness of Data Protection regulations</li> <li>• The ability to maintain a SAF qualification</li> </ul> <p><b>You may have:</b></p> <ul style="list-style-type: none"> <li>• A basic understanding of asset finance and funders</li> <li>• An awareness of Financial Conduct Authority (FCA) regulations</li> </ul>		
<b>Other:</b>	You are responsible for utilising the full portfolio of funders and acting ethically				

Postholder: NAME

Signed: \_\_\_\_\_

Month, Year