

## Work Experience role profile

Role Title	UK Sales & Customer Services trainee
Department	UK Sales & Customer Services
Business Unit	City & Guilds
Location	London, EC1A 9DD

Everything we do contributes to achieving our purpose: Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

### Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Role purpose

To provide administrative support to Director of UK Sales & Customer Services as well as senior managers to ensure smooth running of several departments at all times.

### What you'll be doing

1. Diary management
2. Supporting on conferences, workshops & meetings
3. Department wide administration
4. Sales administration & analytical support

### What you'll learn

1. **Diary management**
  - The processes behind ensuring arrangements are made promptly and time is prioritised appropriately
  - How to effectively plan full travel arrangements: organise accommodation, rail & air tickets and car hire as necessary for meetings/visits to customers.
2. **Supporting on conferences, workshops & meetings**

- How to make sure all briefs and relevant information is collated and distributed promptly to event attendees so that they are well informed.
- How to ensure that conference/meeting communication equipment is available and ready for use ahead of the session.

### 3. Department wide administration

- The organisations policies around building expense claims using an online electronic template and how to submit data both electronically and paper based.
- How to successfully process invoices using our systems in line with company policy.

### 4. Sales administration and analytical support

- How to successfully produce a report of qualification costs.
- The ways in which data is analysed to produce a report identifying business switching opportunities.

## What we're looking for

### We can't live without you being...

- Curious (Imagination)
  - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
  - Keen to learn
- Collaborative (Integrity)
  - A team player who enjoys being part of the team, supporting and leading as needed
  - Shares knowledge and expertise
- Compassionate (Integrity)
  - Thoughtful, compassionate and human in their dealings with people
  - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
  - Confident in the face of push back and challenge from others
  - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
  - Motivated to get things done and make them better
  - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
  - Goes the extra mile for internal and external customers
  - Takes ownership and accountability

### We would love you to have...

- Experience using Excel, Word, Outlook
- Attention to detail and good organisational skills
- Strong communication (verbal and written)
- Experience of working to deadlines

- Effective telephone skills
- Ability to work independently once training has been given.