

JOB DESCRIPTION

Job title: Upshot Sales Consultant

Department: Upshot

Place of work: Whittington House, 19 – 30 Alfred Place, London, WC1E 7EA

Responsible to: Head of Upshot Operations

Main purpose:

To generate new leads and grow Upshot's client base, within the UK and around the world, as well as managing relationships with current clients.

Principal contacts

Internal: Head of Upshot Operations; Senior Consultant(s); Account & Support Manager(s), Relationship Manager, Marketing & Communications Intern, Head of Communications, Web Communications Manager; Database Analyst; Head of Stakeholder Management; K&I colleagues.

External: Current clients, Potential clients, Partners, Event & Conference organisers, Funding Partners, Designers and other suppliers

Key responsibilities:

1. Generate leads and new business for Upshot.
2. Secure renewals from existing users of Upshot
3. Manage the implementation of Upshot for new clients, including analysing clients' needs and adapting the system to meet their requirements.
4. Deliver training to new and existing Upshot users.
5. Advise and support the Upshot team and Marketing intern in the design and production of marketing material to maximise sales opportunities.
6. Advise the Upshot team regarding development improvements to the system to assist with sales and existing customer satisfaction.
7. Carry out user testing and make recommendations for enhancements to the system's features and functionality.

Other activity

8. Undertake duties as can be reasonably expected to ensure the smooth running and efficiency of the Upshot team and the Football Foundation.
9. Carry out duties and responsibilities at all times in compliance with Foundation policies.

PERSONAL SPECIFICATION

Job title Upshot Sales Consultant

Department Upshot

Qualifications

1. Educated to degree level or equivalent, ideally in sports, business, development studies or a similar relevant subject. (Desirable)

Knowledge

2. Web-based software applications (Desirable)
3. The not-for-profit sector (Desirable)
4. Sports development and/or sport for development (Desirable)

Experience (Essential)

5. Sales and marketing
6. Delivering presentations and training to a range of audiences
7. Providing client and user support and account management

Skills and abilities (Essential)

8. A huge desire to learn, develop quickly and provide collegial support to other members of a small yet vibrant team
9. Creative ability, energy and enthusiasm
10. Excellent interpersonal skills and ability to build great relationships and partnerships with individuals and organisations
11. Ability to communicate clearly and succinctly to a range of audiences through media
12. Ability to prioritise work regularly and balance the pressures of implementation, lead generation, customer service and sales
13. High personal standards of performance and pride in your work and high expectations of your team and organisation
14. A willingness to learn new skills as required and undertake appropriate training
15. Confident in dealing with people at all levels, with the ability to influence and persuade
16. Friendly, personable with a professional approach
17. Accurate, systematic, with attention to detail
18. The ability to juggle a wide range of activities, prioritise own workload, deal with conflicting demands and meet tight deadlines

19. Naturally collegiate and communicable in approach; a team player, while being able to work independently
20. Flexible and willing to support others at times when strategic organisational priorities take precedence
21. IT literate including MS Office packages
22. Additional languages (Desirable, but not essential)