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**POSITION DESCRIPTION**

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**Name:**

**Job title:** Senior Education Consultant, Secondary – VIC

**Date:** June 2018

**Department:** Secondary Sales – School Division

**Reports to:** National Sales Manager - Secondary

**Basic purpose:**

The Senior Education Consultant, Secondary will promote the Nelson Cengage Secondary school portfolio to booksellers, schools and teachers within the designated territory.

The Senior Education Consultant, Secondary will promote Nelson Cengage frontlist and backlist titles to the Secondary education market and will also be responsible to achieve overall revenue plan for this product list.

The Senior Education Consultant, Secondary is also required to contribute to the strategic planning within the Victorian territory and to assist the National Sales Manager - Secondary with new strategies and development of other the Education Consultants as well as manage, motivate, train, assess and support all Victorian Education Consultants.

**Principal accountabilities:**

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| **Key Outcome and Area** | | **% of Total Job** | | **Objectives and Tasks** | **Core Competencies** | **Standards** |
| Implementation of a sales strategy for the territory of Victoria | | 20% | | * Develop a strategic sales plan for the implementation of maximum sales in VIC, TAS and SA/NT to be approved by the National Sales Manager - Secondary * After consultation with the National Sales Manager, identify any areas of difficulty that might hinder the achievement of the overall revenue plan for VIC, TAS and SA/NT and suggest resolutions. * Encourage and assist all VIC, TAS and SA/NT booksellers in the Secondary education market to carry and promote the Nelson Cengage and other subject titles as directed by the National Sales Manager - Secondary * Liaise with the National Sales Manager - Secondary and ensure Cengage product has maximum exposure at appropriate subject conferences. * As a key member of the School Sales team, liaise with publishing to identifying potential new publishing projects for the VIC, TAS, SA/NT market. * In the monthly sales report provide feedback to the National Sales Manager – Secondary and business on the major competitors in the Secondary education market in VIC and provide a combined weekly report from the VIC, TAS, SA/NT Sales tea * Work towards and achieve set sales targets for VIC, TAS, SA/NT | * + Strategic thinking and knowledge of the impact strategies and tactics may have in the marketplace   + Identify trends and anticipate market changes   + Analytical and problem-solving abilities with keen attention to detail and follow through   + Business acumen   + Creates new and unique ideas   + Product and market knowledge   + Excellent communication skills   + Analytic skills   + Excellent understanding of the Secondary market and the adoption process | * Strategic plan * Customer feedback * Conference attendance and product exposure * Utilisation of all resources available * Growth and increase revenue * Achievement of Sales targets * Issue resolution * New product and publishing leads * Feedback provided |
| Selling activities and new opportunities in a nominated territory | | 40% | | * Use effective selling techniques when promoting our texts and digital resources. Most importantly, to close the business. * Utilise technology and multimedia as part of the sales process. This includes Microsoft Office Suite, Customer Relationship Management System (Magellan), websites, Nelson Net, Zoom and other Cengage technologies developed for use with specific products. * Present our products to VIC, TAS, SA/NT school faculties encompassing use of Nelson Netbook and digital technologies. * Be the central point of contactfrom which schools and booksellers in the region can place orders and make inquiries. * Effectively manage customer relationships and expectations with all key accounts, teachers, bookshop managers and text buyers responding to all customer requests in a timely manner. * Maintain regular and close contact with curriculum committee officers, subject association officers, advisory teachers, consultants and other key personnel. * Regional travel is required, as discussed and planned with the National Sales Manager - Secondary * Perform any such related tasks as may reasonably be required to help achieve overall revenue plan for the Nelson Cengage range of products. * Plan and make an average of 9 appointments per week with staff in Secondary schools within your territory, as agreed with the National Sales Manager - Secondary * Any other duties as required by the National Sales Manager - Secondary | * Excellent communication and presentation skills * Product and market knowledge * Excellent understanding of the sales process * Ability to manage a demanding workload by prioritising urgent tasks while keeping all other aspects of the job under control * Excellent interpersonal skills and the ability to build relationships * Proven problem-solving skills with keen attention to detail and follow through * Ability and drive to work towards and meet deadlines and targets * Skilled use of Microsoft Office applications * Ability to conduct Zoom * and phone product training sessions * Strong organisational and time management skills * Ability to work independently and as part of a team * Ability to build rapport * Ability to listen and anticipate customer’s needs * Establish and maintain effective relationships with internal and external customers * The ability to prioritise and excellent negotiation skills * High level of technology skills * An understanding of diversity and the ability to relate to others | * Actively contribute towards revenue generation, revenue growth and cost control * Revenue growth * New business * Contribution to key sales results * Customer-first focus * Meet deadlines * Enjoy communicating and problem-solving * Approachability * Proactive working relationships * Embraces Cengage core values and competencies * Quality of sales presentations and product knowledge |
| Lead, develop and mentor staff to maximise the effectiveness of the team | | 20% | | * Manage, monitor and develop the Victorian Secondary sales team, ensuring maximum selling results are achieved. * Provide mentoring and technical help to direct reports. * Call with the Victorian education consultant(s) whenever necessary. This should involve regular feedback and assistance with major product presentations. * Provide ongoing training on using existing and new systems (Magellan) efficiently and with strategic purpose relative to different stages of selling cycle. * Recruit in consultation with the National Sales Manager, train and facilitate multi-skilling of team. * Set goals and conduct performance appraisals in a timely manner. * Ensure that staff have the appropriate training and resources to perform their job efficiently. * Provide guidance and clear direction to staff. Be available to staff for queries; and to assist with problem-solving and issue resolution. * Schedule regular meetings with staff to monitor progress on deliverables, set goals and provide progress reports including discussions on career development utilising Wayfinder. * Counsel staff and proactively engage with staff and stakeholders to resolve issues promptly; elevate appropriately to management and HR. | * Ability to manage and monitor workflow to meet deadlines * Provides strong leadership and guidance for staff * Ability to set standards for performance * Ability to manage self and others to achieve results. * Effectively coaches and fosters an environment of continuous and high-performance culture improvement by positive role modelling and collaboration * Ability to provide feedback * Provide appropriate development training and support for staff * Excellent listening and communication skills. * Substantial experience in list management and ability to transfer understanding to others. | * Open door communication policy * Embraces Cengage core competencies and values * Quarterly CheckPoints performance review and ongoing feedback as required (including Career Development) * Conflict resolution * Minimal communication problems due to effective communication * Staff turnover and reasons for turnover * Moral of the team * Culture of high performance within the team * Drive the accomplishment of overall goals with a focus on key front-list. * Effectively performance manage non- performing staff as required * Staff training |
| Professional development | 5% | | * Liaise with the National Sales Manager Secondary, Product and Sales Support Coordinator and Education Consultant Secondary – VIC to assist with the organising of Professional Development workshops in VIC for new series as required. | | * Strong organisational and time management skills * Product Knowledge | * Organisation of Professional Development workshops |
| Administrative duties and reporting | 5% | | * Ensure all inspection copy orders and desk copy orders are processed in Magellan in a timely manner * Maintain accurate and up-to-date records of contacts, opportunities and activities are maintained in Magellan * Manage the VIC territory effectively through the use of the Magellan and ensure all VIC Education Consultants are maintaining customer records and collecting email address in line with the company privacy policy. * Actively pursuing cost saving measures. * Effective management of expenses. * Effective management of allocated complimentary resources provided to customers. * Keep expenses within budget constraints. | | * Excellent administration and organisational skills * Excellent written and verbal communication skills * Effective time management skills * Highly developed computer skills * Meticulous attention to detail * Ability to work towards and meet deadlines   Knowledge of Privacy Principles (APP) and Cengage Privacy policy | * Up to date territory records * Accurate and up to date information in Magellan * Conscientiousness, persistence and reliability in record maintenance and communication * Adherence to policy and procedures * Meet deadlines * Quality and timeliness of reports generated |

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| Workplace Health and Safety | 10% | * Ensure self and direct report(s) are aware of duty of care and act in a safe manner. * Ensure all company WH&S policies and procedures are adhered to. * Be familiar with property security, first aid and fire emergency procedures. * Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury. * Participate in WH&S investigations when required. * Assist in WH&S audits if requested and take action when required. * Support and assist in rehabilitation and Return to Work programs when necessary. | * Ability to follow policies and procedures * WH & S aware * Conscientious and keen sense of responsibility * Analytical and problem-solving abilities * Ability to lead by example | * Adherence to WH&S policies and procedures * Increased WH&S awareness * A positive attitude to WH&S * Reduction of number of WH&S incidents * Results of work area WH&S audits * Sets example for direct reports * A positive attitude to WH&S * A positive attitude to problem-solving |

**Direct reports:** Education Consultants, Secondary (VIC)

**Main contacts:**

Internal: Secondary Sales and marketing staff, Customer Service, publishing editors

External: Teachers, booksellers, curriculum and professional development advisers

**Education / Qualifications / Experience:**

Tertiary qualification preferred

Previous successful sales or teaching experience preferred

Full driver’s license

Working with Children Check / Police Check (relevant to your state)

**Cengage Core Competencies:**

* Speed: Proactively gets things done quickly, with a high quality of work. Overcomes barriers and continually finds ways to be more efficient.
* Focus: Identifies core business problems and opportunities; seeks and proposes solutions while avoiding distractions. Persists through achieving deliverables.
* Collaboration: Committed to helping others be successful; partners with key organizational stakeholders, individuals and teams outside own functional area to promote business alignment.