

# POSITION DESCRIPTION



**Name:**

**Job title:** Learning Consultant, Primary (QLD)

**Date:** March 2024

**Department:** Sales Primary, School Division

**Reports to:** Head of Sales, School Division

**Basic purpose:**

The Learning Consultant, Primary will promote Nelson Cengage educational print and digital products to the Primary education markets in a designated territory to achieve overall revenue plan.

Regular country travel will be required to meet the needs of this role.

**Principal accountabilities:**

Key Outcome and Area	% of Total Job	Objectives and Tasks	Core Competencies	Standards
Face to face selling	60%	<ul style="list-style-type: none"><li>Plan and make an average of 15 appointments per week with staff in Primary schools within Queensland, as agreed with the Head of Sales.</li><li>Demonstrate, present and display key products to customers.</li><li>Where required to meet the needs of the Queensland market country travel and weekend work will be necessary.</li><li>Maintain regular and close contact with curriculum committee officers, subject association officers, advisory teachers, consultants and other key personnel in the Primary market in QLD.</li></ul>	<ul style="list-style-type: none"><li>Being proactive with appointment making, balancing the use of face-to-face meetings with the use of teleconferencing/zoom and other technologies</li><li>Being proactive and responsible for customers in designated territory</li><li>Understanding of the specific state curriculum structures and familiarity with school systems</li><li>Develop proactive working relationships</li><li>Excellent understanding of the sales process</li></ul>	<ul style="list-style-type: none"><li>Actively contributes towards revenue generation, revenue growth and cost control</li><li>Effective working relationships, initiates meetings in order to strengthen relationships</li><li>Revenue growth</li><li>New business</li><li>Contribution to key sales results</li><li>Bottom line focused</li><li>Actively establishes industry relationships and utilises networks to improve knowledge that adds value</li><li>Work towards sales targets</li><li>Product knowledge</li></ul>

		<ul style="list-style-type: none"> <li>• Encourage and assist key booksellers in the Primary education market to carry and promote Nelson Workbook titles whilst responding to Primary school inquiries.</li> <li>• Arrange for Nelson Cengage titles to be displayed and promoted at relevant subject conferences, in-services and speciality displays. Attendance at and reporting on displays featuring Nelson Cengage key titles is required.</li> <li>• Advise Sales Co-ordinator on specific needs to assist promotion of Nelson Cengage titles in QLD.</li> <li>• Collaborate with the Sales Co-ordinator to create product session invites.</li> <li>• Liaise with venues and Sales Co-ordinator regarding bookings, event details and catering requirements for product sessions.</li> <li>• After consultation with the Head of Sales, co-operate to identify any areas of difficulty that might hinder the achievement of the overall revenue plan in QLD.</li> <li>• Perform any such related tasks as may reasonably be required to help achieve overall revenue plan in QLD.</li> <li>• Present a professional standard in dress and conduct as expected of Cengage employees.</li> <li>• Attend and actively participates in sales conferences.</li> <li>• Work towards and achieve set sales targets.</li> <li>• Actively pursue cost saving measures.</li> <li>• Effective management of expenses</li> <li>• Keep expenses within budget constraints.</li> <li>• Any other duties as required by Head of Sales.</li> </ul>	<ul style="list-style-type: none"> <li>• Sound understanding of the Primary market and the adoption process</li> <li>• Attentive and active listening to understand customers' needs</li> <li>• Establish and maintain effective relationships by building rapport with customers</li> <li>• Product and market knowledge especially knowledge of competitors' products</li> <li>• Excellent written and verbal communication skills</li> <li>• Analytical and problem-solving abilities with keen attention to detail and follow through</li> <li>• Creates new and unique ideas</li> <li>• Excellent presentation skills</li> <li>• Organisation and time management skills</li> <li>• Easy to approach and talk to</li> <li>• Strategic thinking and knowledge of the impact strategies and tactics may have in the marketplace</li> <li>• Provides accurate information so that others are able to make informed decisions</li> <li>• Ability to set objectives and goals</li> </ul>	<ul style="list-style-type: none"> <li>• Customer-first focus, with a relentless focus on our customers</li> <li>• Meeting deadlines</li> <li>• Enjoy communicating and problem-solving</li> <li>• Approachability</li> <li>• Embraces Cengage core values, ethos and credo</li> <li>• Interpersonal savvy</li> <li>• Attendance and active participation at conferences</li> <li>• Excellent listening skills</li> <li>• Planning and strategic skills</li> <li>• Creating win-win situations; a positive attitude to problem-solving, questioning the status quo and willingness to take calculated risks</li> <li>• Effective management of expenses</li> <li>• Increased participation in professional development and product sessions</li> <li>• Smoothly run sessions, including appropriate venue and catering</li> <li>• Setting the bar higher to achieve the best possible outcome</li> <li>• Shows mutual respect for others and acknowledges diverse thoughts and backgrounds</li> <li>• Sharing ideas and learning in a team environment, challenging ourselves and others</li> </ul>
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Administrative duties	20%	<ul style="list-style-type: none"> <li>• In liaison with the Head of Sales, set key objectives and strategy plans in accordance with the targets of the sales year.</li> <li>• Submit weekly reports to Head of Sales in a timely manner when required.</li> <li>• Responsible for maintaining ongoing CRMS data for designated territory.</li> <li>• Report on suitability of Nelson Cengage titles for the market as well as trends and changes</li> <li>• Inform and assist publishing editors about possible manuscript acquisition, potential authors and publishing opportunities where applicable.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Excellent organisational skills</li> <li>• Effective time management skills</li> <li>• Organised, attention to detail, flexible problem solver</li> <li>• Ability to work autonomously and be part of a team</li> <li>• Ability to use a range of standard and departmental computer packages to store, analyse and manipulate data (e.g. creating spreadsheets and querying data)</li> </ul>	<ul style="list-style-type: none"> <li>• Conscientiousness, persistence and reliability in record maintenance and communication</li> <li>• Meticulous attention to detail</li> <li>• Proactive problem-solving</li> <li>• Meeting deadlines</li> <li>• Quality and timeliness of reports generated</li> <li>• Up to date territory records</li> <li>• Accurate and up to date information in Magellan</li> <li>• Adherence to policy and procedures</li> </ul>

Continuous Improvement	10%	<ul style="list-style-type: none"> <li>• Supports Continual Improvement processes throughout the entire project including supporting Project Managers during the audit process.</li> <li>• Seek opportunities to enhance documentation, processes and supported systems to improve processes and procedures.</li> <li>• Keep abreast with the continual changes in your field of expertise including any digital and technology developments. Share knowledge with manager and team.</li> <li>• Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Problem-solving abilities with keen attention to detail and follow through</li> <li>• A willingness to support and help others</li> <li>• Ability to use initiative and take responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement and improved efficiency</li> <li>• Self initiated training and development of knowledge</li> <li>• Demonstrated initiative for issue resolution and new ideas to add value to users</li> <li>• Participation and contribution of processes improvement projects</li> <li>• A positive attitude to problem-solving, questioning the status quo and willingness to take calculated risks</li> </ul>
Workplace Health and Safety	10%	<ul style="list-style-type: none"> <li>• Be aware of duty of care and act in a safe manner.</li> <li>• Ensure all company WH&amp;S policies and procedures are adhered to.</li> <li>• Be familiar with property security, first aid and fire emergency procedures.</li> <li>• Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury.</li> <li>• Participate in WH&amp;S Investigations when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to follow policies and procedures</li> <li>• Ability to use initiative and take responsibility</li> <li>• WH&amp;S Aware</li> <li>• Analytical and problem-solving abilities</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to WH&amp;S policies and procedures</li> <li>• Increased WH&amp;S awareness</li> <li>• A positive attitude to WH&amp;S</li> <li>• Reduction of number of WH&amp;S incidents</li> </ul>

**Direct reports:** Nil

#### **Main contacts:**

Internal: Head of Sales, Primary sales and marketing team, Operations team; Primary Publishing, Professional Development team

External: Primary educators, literacy consultants, curriculum and professional development advisers, booksellers

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**Preferred Education / Qualifications / Experience:**

Graduate qualifications preferred, or experience in sales/and or teaching  
Drivers licence  
Working with Children Check / Police Check (relevant to your state)

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**Our Ethos:**

<b>Put Learning First:</b> We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers	<b>Embrace the Unknown:</b> We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious	<b>Set the Bar Higher:</b> We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable	<b>Do More Together:</b> We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.	<b>Be Candid:</b> We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.
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