Customer Sales Advisor

**Location:** Cardiff

**Salary:**  £21,210 - £23,520 p/a

**Hours:**  35 hours per week

**Job details:**

To help us achieve our mission to save lives and enhance the health and well-being in the communities of Wales, we are offering this exciting opportunity to join our Commercial Training Team as a Customer Sales Advisor.

As a customer sales advisor, you will be responsible for promoting and selling our diverse range of training courses to new, current, and lapsed accounts via inbound calls, outbound calls and email. Outstanding customer service skills and in-depth product knowledge will be instrumental in ensuring customer satisfaction and reaching departmental goals

This position will be key in ensuring the growth of our commercial training arm in line with our business

You will be an integral part of the key customer sales team being tasked with generating income in order to hit departmental targets and goals.

Working directly with our Customer Sales Team Leader, you will be joining a wider, ambitious and growing training team who are on a trajectory of significant growth and modernisation to ensure everyone in Wales have essential First Aid Skills. You will be able to work flexibly and have access to competitive benefits. In addition to this, you will be provided with additional training and on-going development opportunities and support.

**WHO WE ARE?**

St John Ambulance Cymru (SJAC) has supported people and communities across Wales since 1880. We existed before the National Health Service and provided the earliest ‘medical’ support to those who were sick or injured.

Now, in 2023, St John Ambulance Cymru continues to perform a major role in strengthening community resilience, ensuring people are trained in first aid and able to fulfil key front-line roles to support vulnerable people, in addition to offering the opportunity for people from all backgrounds to develop their personal skills and confidence to support our charitable and income generating services whilst assisting their own career development. As a charity, we partner with the Welsh Ambulance Service NHS Trust and the NHS Health Boards, providing ambulance support services in addition to a falls service as well as maintaining our reputation as being the leading organisation to deliver first aid training to both commercial businesses and local-based communities including schools throughout Wales.

St John Ambulance Cymru is currently undergoing an extensive and exciting programme of modernisation, forward thinking, encompassing a review of its existing service, financial and workforce model, developing a rejuvenated culture aligned to our core vision and values to improve our overall people experience.

WHAT YOU’LL GET IN RETURN

In return, you’ll have access to a range of benefits including, but not limited to:

* + competitive commission scheme available following probation period
	+ 27 days holiday (including bank holidays), rising to 29 days after 2 years’ service, and 32 days after 5 years’ service (pro-rata)
	+ Enhanced Maternity/Paternity schemes
	+ Access to a Blue Light Card, providing various discounts at more than 15,000 retailers.
	+ Employee Assistance Programme (EAP)
	+ Access to Private Medical Care
	+ Various training and development opportunities

**How to apply**

If you want to join Wales’s leading first aid charity and you have the required skills and attributes to help grow our Commercial Training team, we would love to hear from you!

To apply for this exciting opportunity, please complete our application form which can be found on our website [Careers (sjacymru.org.uk)](https://www.sjacymru.org.uk/en/page/careers) **by 8am on Monday 16th October 2023**. If shortlisted, you will be invited to attend an interview, further details will follow.

We are planning on interviews taking place **week commencing 16th of October**, however, interviews may be brought forward in the case a decision to close the job advert early is made.

If you have any questions about this role, please feel free to contact Michelle Iddon (Sales Manager) at Michelle.Iddon@sjacymru.org.uk for an informal chat.

We may review applications before the application deadline, if you apply after the deadline your application may not be considered.