

### **Role Profile**

**Role title:** Sales Development Consultant

**Reports to:** Head of Telesales

**Location:** Chester Head Office

### **Role Purpose**

Admiral Taverns' main income and profit stream comes from the sale of drinks to its estate of tenanted and leased pubs. The Telesales team is pivotal in maintaining and developing this income stream and to maximise the profit derived from it. Sales Development Consultants communicate with licensees weekly and build thriving working relationships with them to help achieve great sales whilst maintaining an excellent standard of customer service.

### **Key Tasks & Responsibilities**

Specific tasks will include but not be limited to;

- To call and maintain a diary of approx. 150 pubs per week and process their weekly drinks orders.
- To sell key brands into our pubs to ensure each of our licensees has the best product range available for their customers.
- The role includes handling incoming calls from our licensees, members of our field teams, our distribution company (currently KNDL) and other industry related businesses.
- Processing daily distribution reports such as; Failed at Pick, POD, EDI Rejections.
- Essential Telesales duties including nil order process, allocating and logging free of charge stock, processing transfer orders, reporting faulty stock (Tag Returns) etc.
- Flexibility to cover other department tasks or assist as required

### **Person Specification**

- Positive in all situations, even under the most testing circumstances.
- Great time keeping.
- An effective communicator who has the respect of their colleagues.
- Proactive – looking at opportunities to support in advance.
- Polite and confident telephone manner. Treating others as you would wish to be treated.
- Willing to go the extra mile for customers, colleagues and their team.
- Resourceful – having a 'can do' attitude to think around problems to find a solution.
- Tenacious – to see things through to completion.
- Must have experience using Excel.

### **Additional Details**

#### **Working Environment**

- The position is office based, but there may be a requirement to attend occasional meetings offsite and days in trade.

#### **Hours of Work**

- Telesales operate from 7.45am to 5pm, Monday to Friday. You will need to be flexible to work a rota of three shifts between the hours of 7.45am and 5pm ("early, standard, late").
- You are required to work a share of Bank Holidays throughout the year. Saturday working over the Christmas period will also be required, depending on the distribution programme.
- You will be entitled to 25 days annual leave per annum

## Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



### Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



### Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



### Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



### Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

