

Job description

Role: Schools Advisor

Team: Practice Support Team

Reports to: Founder/Director Emotion Works

Job Purpose

The Schools Advisor is responsible for providing expert advice, follow through with customers and building excellent customer relationships to ensure customer retention, satisfaction, and expansion of the Emotion Works customer base in order to contribute to the continued success of Emotion Works as both a business and educational programme.

Location

Largely based from home, but with some travel (covid dependent) to attend Emotion Works team meetings, school meetings & educational events.

Responsibilities

No direct reports. No budget responsibility

Principal Accountabilities

- Prepare customer resource proposals utilising expert knowledge of Emotion Works products and their application and follow through with customers to secure orders.
- Contact customers via calls/emails or online meetings to ensure they are satisfied with purchased products and services, offer EW practitioner expertise and through relationship management identify further resource or training requirements.
- Provide ongoing customer support and practitioner expertise to help build and maintain long term relationships with customers and ensure enhanced customer satisfaction.
- Work with the Director (and/or social media advisor) to plan campaigns and manage social media and website communications that are aimed at supporting practitioners and schools within the EW community.
- Explore, develop and share ways of facilitating local & sector-specific networking opportunities within the EW community.
- Obtain customer feedback to enhance product and service development, measure social impact and assist in resolving any complex problems or issues.
- Assist Director by supporting the roll out of new products or services in line with customer expectations and requirements.

Contextual Information

Emotion Works was set up as a Social Enterprise (Community Interest Company) in 2013 by the Founder/Director, Claire Murray. The organisation has grown over the years due to the success and positive reputation associated with Emotion Works products and services and in order to ensure first class customer service, the team has also expanded to include Business Support and Practice Support (Schools Advisors). The Schools Advisors are experienced EW practitioners and have in-depth educational and Emotion Works knowledge to enable them to prepare proposals and provide expert advice and follow through with customers as part of the enhanced service provision.

The Schools Advisor role is varied and requires an in-depth understanding of the Emotion Works products and services and how they are applied in practice. The ability to multitask, work remotely and be self-motivated are also essential.

Strong empathetic and interpersonal skills and an awareness of customer needs and requirements in relation to Emotion Works offerings are essential as the Schools Advisor will be required to establish and maintain excellent relationships with potential and existing customers. The Schools Advisor also needs to maintain good working relationships with other colleagues in EW and work collaboratively to enhance Emotion Works' reputation and success.

Knowledge / Skills & Experience

- An educational background (Primary Schools, Early Years, ASN or Secondary Schools) and Emotion Works practitioner accreditation, or an interest in working towards this.
- Social Media knowledge/experience and ability to generate interesting and creative content.
- Experience and evidence of first-class customer management and sales generation through telephone/email and face-to-face contact/ presentations
- Knowledge of Microsoft Office suites (Word, PowerPoint, Excel) and strong IT skills
- Ability to prioritise tasks and work under pressure
- Excellent interpersonal, oral and written skills
- A problem-solving approach
- Negotiation and relationship building skills
- Excellent attention to detail



Behavioural Competencies

- **Drive for Results** – puts energy into achieving results and takes action to exceed goals and expectations. This includes being courageous in striving for continuous improvement and taking calculated risks to pursue opportunities to deliver results more effectively and efficiently.
- **Working with Others** – the willingness and the ability to work positively and proactively with colleagues and others by creating open and honest working relationships in order to achieve the best possible outcomes.
- **Commercial Focus** – the ability to use sound business practices and commercial principles in all areas of responsibility. By taking a commercially focused approach we can ensure the best possible outcomes are achieved for Emotion Works, in order to maximise profits.
- **Impact and Influence** – the ability to convince, persuade or influence others towards a point of view. It is about working collaboratively to gain commitment to a course of action, idea or vision.