



Role Profile

FIELD SALES OFFICER

Reference No.	I200.02	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Para-Professional 4	Grade	FC6

Purpose

Responsible for trade sales predominantly targeting Small Medium Enterprise (SME) accounts. The self-generating customer face of Resource Efficient Solutions (RES)/Fife Council targeting SME's through a structured sales process. To generate new business sales for Fife and surrounding area by means of prospecting and networking.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Delivering the Sales pipeline and sales targets in accordance with the company's corporate policies and procedures and relevant strategy provision.	<p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent, in relevant discipline or current relevant experience</p> <p>Membership of relevant professional organisation</p> <p>Experience of Account Management within a SME commercial context</p> <p>Experience of delivery sales pipeline and targets for commercial Waste services and logistics</p> <p>Understanding of sales pipeline to help support business growth</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p></p>	<p></p> <p>✓</p> <p></p> <p></p> <p>✓</p>

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Preparing and co-ordinating reports, e.g. statistical data, for the Senior Management Team, its Committees or working parties and to attend these meetings as required.	Knowledge of key sectors within Fife (Deliver results – See ‘How We Work Matters’ Framework) Knowledge of funding mechanisms for Council and ALEO business Knowledge of the key business support providers and key funders for budget for Fife Knowledge of SME’s within Fife and the wider area Presentation skills	✓ ✓	✓ ✓ ✓
Responsible for the effective application of the electronic customer contract and management information system. Monitoring these systems through internal quality assurance processes.	IT skills (Embrace technology and information)	✓	
Complying with the Company engagement plan and delivery for businesses within the portfolio, managing relationships with Council departments, coordinating services and ensuring the Company’s offering is joined up and consistent.	Customer service skills (Focus on customers) Experience of delivering outcomes in a multi-agency and organisational context Knowledge of legislation and issues associated with waste industry Influencing skills	✓ ✓ ✓ ✓	
Leading the delivery of support to customers making access to services easier, reducing blockages and from external providers, understanding the whole support offering and introducing this to customers in line with strategic aims.	Networking skills Organisational skills	✓ ✓	

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Working with strategic partners to deliver a collaborative approach to supporting customers and in the development of sector specific offering in Fife and the wider area.	Decision making skills Communication skills Team working skills (Work together)	✓ ✓ ✓	
Developing extensive stakeholder relationships with local and National bodies to help drive the effectiveness of business development in the greater Fife area.	Experience of relationship building and developing stakeholder relationships	✓	
Assisting with marketing and promoting the business and the strategic development of the company brand.	Experience in waste industry Knowledge of business management systems Knowledge of issues in achieving business growth Ability to provide a regular and effective service	✓ ✓ ✓	✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results