

TELEPHONE SALES CONSULTANT

CHELTENHAM

FULL TIME, PERMANENT

At iPipeline, we pride ourselves on our culture. We believe in an enthusiastic atmosphere, encourage innovation, depend on creativity, and strive for success. We value our employees and understand that our continued success as a company relies heavily on the success of every individual. Our employees describe iPipeline offices as fun, energetic, 'can do', professional environments.

We empower our people and provide them with the opportunity to pursue personal growth and career aspirations. We work hard and play hard. We celebrate success.

As the market leader in our industry, we deliver ground-breaking and award-winning technology to the financial services industry. Working at iPipeline allows you to play a huge part in making it easier for our customers to protect and secure the financial futures of consumers' families.



YOU CAN ENJOY:

- Innovative, inclusive and focused environment
- Flexible working
- Work/life balance
- New, contemporary, open-plan office space
- Company matched pension benefits
- Generous Life and Critical Illness Cover
- Perkbox membership (discounts and freebies)
- Competitive holiday allowance
- Well stocked kitchen of free soft drinks, tea, coffee and fruit
- An annual wellness allowance to keep you happy and healthy

PURPOSE OF THE ROLE:

To make direct contact with existing and prospective customers (financial advisers) to drive the sales of our market leading, innovative product, SolutionBuilder®

To take pride in supporting helping them to understand how to get the best out of our product to make their own lives easier giving them the ability to easily compare financial product quotes and process applications for their own customers online

To encourage potential users to attend GoTo training sessions and following up with those individuals to help them to fully adopt our product in their own business processes.

To provide feedback to ensure that our products continue to develop in line with customer needs.

RESPONSIBILITIES:

- To increase the sales of our services and deliver against targets through:
 - Targeted Campaign Calling
 - Individual business development and prospecting
 - Booking Customers to attend GoTo training or to sign up to SolutionBuilder
 - Using our own Business Intelligence to target potential users
 - Implementing different sales approaches based on customer type to ensure success
 - Taking responsibility for follow up activity to ensure successful adoption
- To identify barriers preventing Financial Advisers from adopting iPipeline services and seek to provide resolution or escalate issues to a Senior Telephone Sales Consultant for resolution
- To evaluate individual issues and commit to ensuring resolution
- Ensure the customer has a positive experience of iPipeline from every interaction
- To promote new products and services that are identified
- To provide feedback to ensure that products develop in line with customer requirements
- To understand and adhere to the IT Security Policy and to report any security incident or breach of security Policy to the HR department or the Security & Networks Team

REQUIRED SKILLS AND KNOWLEDGE:

- Sales focused
- Target driven
- Excellent communication and interpersonal skills
- Confident telephone manner
- Good listening skills
- Self-motivated and pro-active
- Customer focused
- Team player
- Enthusiastic and positive attitude
- Working knowledge of Microsoft Office Suite (Word, Excel and PowerPoint)
- Highly self-motivated and able to work under own initiative to meet sales targets
- Able to take ownership of issues and ensure smooth transition to Business Development Consultant

- Confident in questioning and challenging current thinking
- Able to change mind-sets and behaviours

DESIRABLE SKILLS AND KNOWLEDGE

- Educated to A-Level standard (or equivalent)
- Prepared to study for relevant qualifications
- Experience in telephone sales
- Previous work in a target driven environment
- Any Financial Services knowledge

DON'T HAVE EVERYTHING WE'VE ASKED FOR?

Don't worry.

You might not have everything listed above but you might have some valuable transferable skills and experience.

You might be returning from a career break or feel you have taken a wrong turn in your career.

At iPipeline, it's about you and what makes you tick, not ticking every box.

For information on how we store applicant information, please see our [Job Application Privacy Policy](#).