

Role (Perm, Full Time)	Sales Advisor
Department:	Contact Centre - MST
Vacancy Reference Number:	

Company Summary

Fairpoint Group is a publicly listed company established in 1997. We operate using a number of brands, including Debt Free Direct, Money Extra.com, Clearstart and Money Tailor.

We are UK's leading provider of advice and solutions for people with serious debt problems and our mission is to help people make their money go further and our vision is to be UK's most trusted financial services organisation.

Based in Adlington, Lancashire, we employ over 420 employees and handle enquiries from thousands of people every month. The range of solutions we provide have helped thousands of people regain control of their finances.

About Us

Do you want to make a difference?

Are you passionate about customer service?

Do you enjoy working with people?

If you've answered yes to the above, and you enjoy selling, then this could be the role you've been waiting for. Our employees tell us that the best thing about working at Fairpoint is getting the chance to help change peoples' lives.

Working at Fairpoint offers you the chance to work in a welcoming friendly environment, a fun, vibrant atmosphere, with teams of people who enjoy working together to make a difference. If this sounds like the sort of company you want to work for, then we want to hear from you.

Our standards are high and that's why we need to recruit the best calibre candidates who will grow and develop as the company develops, we also ensure that we reward our employees for their efforts with a generous performance related pay scheme, matched contribution pension, money saving products and services, childcare vouchers, annual leave purchase scheme, and much, much more.

Role Summary

The main purpose of the role is to sell a range of products and services to both existing customers and to potential new customers. Some of the services offered are regulated by the financial services authority (FSA) and as such all applicants will face financial screening checks.

Extensive training will be provided before you are expected to take customer calls.

Key Responsibilities

- To make outbound calls to both new and existing customers, introducing a range of value added services to them and securing the sale where appropriate.
- To deal with inbound enquiries, either received from other parts of the group, or directly from the customer, introducing a range of value added services to them and securing the sale where appropriate.
- To operate using the highest ethical and moral standards, following the company guidelines relating to dealing with financially stressed customers.
- To support other areas of the business where necessary.
- To use the companies' operating system appropriately and deal with both customers and suppliers enquiries professionally.
- To achieve conversion rate targets as appropriate.
- To work as part of a small successful team, becoming a centre of sales excellence within the organisation.
- Operate in an empathetic manner, understanding the culture and values of the wider organisation.
- To carry out duties in accordance with the company's policies, including:
 - Equal Opportunities,

- Health and Safety,
- Money Laundering and
- Data Protection.
- Any other duties as required

Specific Skills & Experience

- The ability to work as part of a small successful team.
- Basic arithmetic (using a calculator to add, subtract, multiply and divide)
- Basic grammar and writing skills.
- The ability to communicate effectively.
- The ability to talk to customers in a sympathetic, friendly, patient but persuasive manner.
- To work within a busy and sometimes pressured call centre environment.
- To achieve sales targets consistently.
- Previous sales and contact centre experience is preferred.

Please note that you will need to meet the essential criteria for this role to be successfully shortlisted.

Hours of Work

The company operating hours are between 08.00 and 21.00. Our standard contracted hours are 37.5 hours, full time.

Contact Centre operates shift patterns* from 08.00 until 21.00, on a rolling 4 week rota.

*Please note that there is an expectation for you to be flexible and although the standard hours are detailed above, these could change in accordance with business needs, in which case you will be informed in advance.

Closing Date

All applications must be made in writing with a covering letter detailing currently salary and benefits, salary expectations and a current CV. Please ensure that you account for all gaps in your employment and detail how you meet our essential criteria and if applicable desirable criteria.

Selection Process

The selection process consists of competency tests and interview. There will also be specific FSA screening to ensure we meet our regulatory requirements.

Please note that candidates who have passed the selection tests may be interviewed on the same day. We will inform you in advance if this is likely to take place.

Salary and Rewards

Salary for the role is between £14,000 - £18,000 depending on level of experience (salaries will start at £500 less than the agreed salary and will increase after the satisfactory completion of a probationary period, typically three months)

- Generous Bonus Scheme
- Holidays – Up to 25 days plus 8 public holidays
- Buy and Sell Annual Leave Scheme (up to 5 days per annum)
- Up to 3% matched contributory Pension Scheme
- Save as You Earn Scheme
- Life Assurance
- Employee Discount Scheme (includes 1000s of High Street Retailers)
- Childcare Vouchers
- Discounted Healthcare
- Corporate Gym Membership
- Cycle to Work Scheme

- Loyalty Awards
- Discounted Rail Cards(available via seasonal loans)
- Money saving products and services (including gas, electricity, home, car and phone insurance)
- On-site Canteen, free hot drinks, car parking, onsite internet access and dress down every Friday and a referral scheme which pays up to £1000.
- Development opportunities to undertake NVQs and Microsoft Office Courses

Important Information

Due to the volume of applications we receive we are unable to respond to all applicants. If you do not hear from us within four weeks please assume that your application has been unsuccessful.

How To Apply and Contact Information

Further details about our career opportunities and about us can be found on the careers page, which can be found by visiting www.debtfreedirect.co.uk/careers. You can also find out more about us by downloading a copy of the Candidate Information Guide or requesting a copy by contacting the HR Team on the email address below.

If you have any questions regarding your application then please do not hesitate to contact a member of our HR Team on 0844 826 1308 or email us on careers@debtfreedirect.co.uk.

Our Offices

Our office address is Fairclough House, Church Street, Adlington, Lancashire, PR7 4EX. We are easily accessible by car and directions to our office can be found on our website by visiting www.debtfreedirect.co.uk/careers