

## Person Specification: Publications Sales Manager

### Qualifications, knowledge and skills required for this role

	Essential	Desirable
Comprehensive knowledge of the music retail sector in both home and export territories	✓	
Experience of working within sales, ideally within publishing, with excellent customer service skills	✓	
Proven ability to meet agreed sales targets and develop new business	✓	
Experience working with databases – fast learner of new systems and processes	✓	
Excellent numeracy skills, confident in analysing and interpreting sales data and in devising profitable promotions and offers	✓	
Knowledge of the ABRSM publishing and digital product offers		✓
Knowledge of the ABRSM's exams, assessments and teacher offer		✓
Ability to demonstrate strong planning and organisational skills and to prioritise workload	✓	
Good all-round communication skills, both written and verbal	✓	
Confident in representing ABRSM at external trade shows and conferences	✓	

### Competencies required in this role

Analysis and decision making	<ul style="list-style-type: none"> <li>Identifies how best to conduct analysis of data or research</li> <li>Identifies options and weighs up the risks and benefits to establish the best solution</li> <li>Suggests solutions rather than bringing problems</li> <li>Makes confident sound decisions on familiar issues, without needing guidance</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>Recognises the benefits and need for change and helps with the practicalities of implementation</li> <li>Researches, adapts and develops good ideas to improve performance, policies or procedures</li> <li>Learns from setbacks, finding ways to improve work processes for the future</li> <li>Checks own/others' work for quality and completeness before passing on work</li> </ul>
Planning and delivery	<ul style="list-style-type: none"> <li>Prioritises workload within agreed objectives</li> <li>Communicates with colleagues to ensure work is co-ordinated</li> <li>Estimates timescales, scheduling activities to achieve results to deadlines</li> <li>Continually monitors activity and progress towards goals, proposing new approaches when circumstances change</li> <li>Keeps track of allocated resources/budgets, raising any issues promptly</li> </ul>
Building relationships	<ul style="list-style-type: none"> <li>Speaks confidently, credibly and knowledgeably to a range of audiences</li> <li>Invites questions and responds professionally</li> <li>Adapts own behaviour to the individual/situation, showing empathy and interest</li> <li>Reliably delivers on promises, going the extra mile when necessary</li> </ul>

	<ul style="list-style-type: none"> <li>• Recognises the impact of his/her behaviour on others and adapts accordingly</li> </ul>
Managing self and others	<ul style="list-style-type: none"> <li>• Helps to build a collaborative team environment with colleagues</li> <li>• Considers and acts on feedback on own work/approach</li> <li>• Gives constructive advice and encouragement to others when things go wrong</li> <li>• Helps colleagues with less experience to build understanding and skill</li> </ul>
Knowledge and expertise	<ul style="list-style-type: none"> <li>• Demonstrates rounded experience and know-how in own specialism</li> <li>• Provides advice and guidance to others on issues that arise in the course of day-to-day work</li> <li>• Demonstrates relevant, up-to-date knowledge and expertise</li> <li>• Takes an interest in own professional and personal development</li> </ul>

### **Additional Requirements for this role**

Willingness to work out of office hours including occasional weekends and Bank Holidays.

Willingness to travel occasionally, including overseas.

Commitment to diversity and equality of opportunity in all working practices.