

Appendix 1

Job title: Apprentice Consultant (2 year apprenticeship)

Reports to: Finance Manager (Up to 6 months)
Consultancy Services Manager (After 6 months)

Summary of job: To learn and develop the skills to become a Consultant at Assurity Consulting. To consistently exceed the expectations of your customer ensuring mutual success. To represent Assurity Consulting in a professional and competent manner at all times, complying with your contract of employment and company policies. Service and deliver workplace management solutions to customers. Work to agreed specifications and maintain relationships. Keep accurate, up to date records and effectively communicate all customer expectations and business activities.

Progression of role: During this apprenticeship scheme you will be expected to work and study for a recognised vocational qualification in business administration. This will give you a firm grounding in understanding how businesses operate, how to effectively communicate with customers, and how to meet and exceed customer expectations.

During the first 6 months you will learn multiple transferable business skills and you will also be trained to deliver water quality assessments of customer buildings. You will be assigned a mentor who will support you with this training.

During the second half of the first year you will move to the Consultancy Services team and will start to deliver water quality assessments by yourself at customer buildings. These buildings will be in the South East of England and will be easily accessible by public transport.

During the second year you will learn to deliver air quality and comfort condition assessments and how to identify commercial opportunities to develop our customer accounts. You will be supported in following up on real commercial opportunities that you have identified.

Those who successfully complete the 2 year apprenticeship programme and show all the right attributes may be offered the role of Newly Qualified Consultant (see separate Consultant job description for details).

Responsibilities and duties:

General

1. Represent Assurity Consulting in a professional and competent manner.
2. Comply with your contract of employment and company policies.
3. Be accountable for the effective use of working time to meet objectives agreed with your Manager.
4. Attend meetings when requested to do so.
5. Care for company equipment, undertaking calibrations on time and promptly reporting any faults. Understand and comply with the Assurity Consulting quality standards. Adhere to the Assurity Consulting ethos of 'right first time'. Keep up to date with the study, coursework and assignments of the apprenticeship qualifications.
6. Keep up to date with your business administration course, ensuring that you spend the appropriate time and effort on study and course work.

Service delivery

1. Schedule and adequately prepare for site visits in accordance with the contracted specifications and the customers' expectations.
2. Undertake site visits, spending the appropriate amount of time with each customer to form and develop effective relationships.
3. Analyse and interpret your visit findings and compile a clear and concise report for your customer.
4. Personally present Assurity Consulting reports.
5. Provide competent advice to customers on water quality issues.

Commercial Responsibilities

1. Identify and document commercial opportunities.
2. With support from your mentor and manager, follow-up on identified commercial opportunities, including preparing and presenting proposals.
3. Learn and understand the markets in which Assurity Consulting operates and the solutions and services we provide, and who our competitors are.

Administration

1. Keep accurate, up to date notes and records on our Customer Relationship Management system (CRM).
2. Plan site visit dates accurately and update regularly.
3. Keep accurate and up to date details relating to sites, contacts and companies.
4. Keep detailed notes from all conversations with customers and prospects and add them accurately and promptly to our Customer Relationship Management system (CRM).
5. Prepare detailed proposals as per requests from customers and prospects.
6. Prepare all required information prior to each monthly review meeting with your Manager.

7. Keep your outlook diary up to date at all times with all activities and keep your Customer Administration Co-ordinator aware of your location at all times.
8. Complete all actions outlined on your CRM dashboard within agreed time frames.
9. Write a status report of all outstanding work activities before any annual leave and submit to your manager.
10. Keep an up to date and accurate log of all training and development activities.

The Company reserves the right to change or amend both job title and specific duties as required in order to meet changes in the Company's business plans etc.