

# Training Advisor

Sibbald Training Ltd – Bathgate

## Job description

### Company Overview

Sibbald Training is a family run business providing training solutions in a variety of key sectors including construction, civil engineering and utilities sectors. We pride ourselves on excellent customer service and strong staff development and retention.

### Job Overview

This is an office based role providing customers with product advice on our range of services via phone and email. The role will involve supporting customers with their initial enquiry through to sales order processing. Full support and training will be provided for this role, with an initial focus on supporting the existing team during the initial development phase with administration support around completion of booking forms and pricing.

### Benefits

Sibbald Training offer a pension scheme, private medical insurance and a company bonus scheme (all subject to qualifying terms).

### Role & Responsibility Overview

To be proficient, competent and ethical in your manner at all times.

To be proficient and competent in the use of IT hardware and MS Office software platform as well as the CRM system.

Learn the complete product knowledge and understanding to help deal with customer enquiries efficiently.

Listening to customer requirements and presenting appropriately to make a sale

Maintaining and developing relationships with existing customers

During your development period you will support the sales team with administrative duties

Responding to incoming email and phone enquiries and recording all enquiries

Negotiating the terms of an agreement and closing sales

Gathering market and customer information

Negotiating on price, costs, delivery and specifications with customers

Advising on product developments and industry and legislative updates

Creating proposal documents through the CRM system

Reviewing your own sales performance, aiming to meet or exceed targets  
Gaining a clear understanding of customers' businesses and requirements  
Attending team meetings and sharing best practice with colleagues.

Job Types: Full-time, Permanent

Pay: £26,300.00 – £28,650 Dependant on experience per year

Additional pay:

- Bonus scheme

Benefits:

- Company pension
- Free parking
- On-site parking
- Private medical insurance

Schedule:

- Day shift
- Flexitime
- Monday to Friday

Work Location: In person

Application deadline: 24/10/2025