ProspectSoft

About our Placement Scheme

ProspectSoft is a UK business delivering CRM and eCommerce solutions to thousands of SMEs across the UK, the Republic of Ireland and worldwide.

We know that any business is only as good as its people, which is why we employ the very best placement students, so our clients receive the very best service. Each year we invest heavily in recruiting, training and developing our placements and see 51% of placements return as full time employees. Our placements are integral members of the team. Our directors always reinforce how important our placements are, and therefore continue to review and refine the scheme each year. This has been recognised by RateMyPlacement's National Undergraduate Employability Awards as we have won 'Best SME Undergraduate Employer' for 5 years now!

The awards speak for themselves, but there are many other reasons to choose a placement year at ProspectSoft. Our 13-month paid placement provides a chance to learn and develop in a forward-thinking, innovative company, equipping you with invaluable experiences to take back to university and for the future. Your initial month is packed with training from our internal experts so you are well prepared before entering your job roles. Your year can be tailored to suit your strengths and interests, allowing you to get the most out of your year.

Working for an SME means you have the opportunity to work directly alongside senior managers and Directors. This provides opportunities to gain advice and learn skills from experienced staff, making it the perfect environment for a placement student to thrive. We pride ourselves on being a young, dynamic and sociable team with a customer-centric approach. Our placement scheme is a fundamental way of recruiting and essential to the continual growth of the company - two previous placements are now Directors!

Deadline:	Predicted degree:	Start date:
26th January 2018	2:1 or above	August 2018

Salary:	Location:	Length:
£16,900 (13 months)	Stokenchurch	13 months

Marketing

As an essential member of the team you will be responsible for measuring progress with regular analysis reports to ensure the continual success of our marketing strategies at ProspectSoft. You will also be able to show your creative side when completing tasks such as blog writing, creating infographics, holding customer Web Clinics, designing merchandise, photography/video content for our websites, and much more!

Role Description

As a Marketing Assistant, you will have the opportunity to get involved in a variety of projects, including but not limited to the delivery of direct and digital marketing communications. Reporting to our Marketing Team Leader, you will be responsible for the deployment of social media content across all company and placement platforms, creation of website and promotional material, and the development of eMail marketing campaigns. You'll develop a strong understanding of B2B marketing through the continued drive of marketing-driven strategies at ProspectSoft, and will have the opportunity to develop your skills in both inbound and outbound marketing. As a Marketing Assistant, you will be critical to the organisation, and will take a lead role in the organisation and the running of our regional product events. Marketing efforts will be centred on online lead generation, with a focus on attracting and converting high quality leads via several marketing channels.

Skills:

- Creativity and design skills
- Degree in a relevant field (this is a bonus but not necessary)
- Good knowledge and understanding of social media platforms
- Excellent time management & organisation skills
- Excellent communication skills (verbal and written)
- Strong attention to detail
- Enthusiastic approach and positive attitude at all times

- **Social Media** – Managing all corporate and placement social media platforms (Twitter, LinkedIn, YouTube, Facebook and Instagram). You will have the opportunity to develop social media campaigns for both corporate and placement platforms to engage audiences. You will also be reporting on and analysing social media data and results, as well as building and monitoring new strategies to improve results going forward.

- **eMail Marketing** – Assisting in the development of eMail Marketing Campaigns for various stakeholders e.g. prospects and customers – this will involve proofing content, writing content, developing imagery to include in email sends, building lists and reviewing campaign results.

- **Copywriting** – Writing and uploading regular blogs to our placement and corporate blogs. You will also be key in proofing blogs, and creating infographics based on published blogs to repurpose the content.

- **Design** – Creating content such as banners, infographics and diagrams to include on our websites, social media platforms, event material, blogs, eMail Marketing Campaigns etc. You will be required to use software to deliver these designs including Photoshop.

- **Event Organisation & Co-ordination** – You will be key in assisting with any events ProspectSoft run or exhibit at. This will include liaising with venues and designing and ordering merchandise/promotional material.

- **Website Management** – You will have the opportunity to manage our placement and corporate websites. This will include creating new content to ensure sites are up to date and engaging to our audiences.

Sales & Account Management

Role Description

At ProspectSoft, we have three different sales placement opportunities. These are placed across our New Business, Account Management and Customer Service teams. These roles all include direct communication with potential/existing clients and the management of the complete sales cycle, including onsite visits when required. You will be given a high level of responsibility for two of the most important functions in our business; making sales and customer service. You must be prepared to be thrown in at the deep end, be able to forge relationships with customers and team members, as well as being able to manage your own time effectively.

Skills:

- Excellent communication skills (verbal and written)
- Excellent IT systems knowledge (including email, Excel, Office etc.)
- Motivated by targets and deadlines
- Ability to solve problems
- Strong focus on delivering excellent customer service
- Strong attention to detail
- Enthusiastic approach and positive attitude at all times
- Degree in a relevant field

- **Key point of contact –** Each job takes a pivotal role in customer/prospect communication. This will entail liaising with customers about project requirements, support tickets and managing prospective customers through the 365 Free Trial process.

- **Customer Service –** At ProspectSoft, we pride ourselves on exceptional customer service, and every member of staff needs to contribute to this. This will involve providing timely answers, fixes, assistance and escalation in a professional and friendly manner that reflects the company's core values.

- **Sales Management/Lead Generation –** Selling is a vital part of all these roles. You will be expected to engage with customers/prospects through different mediums, including phone and email. In addition, you will be responsible for driving the number of opportunities, including Free Trials, Points Packs and other software sales.

- **Presentations/Demonstrations –** A key part of your role will be demonstrating our software to current/prospective clients. This will be required in both a sales and support capacity. To be able to deliver high quality, relevant demonstrations, you will need to be able to translate customer requirements into efficient and desirable solutions for customers and present these in an appealing and persuasive manner.

- **Organisation –** You will need to manage many varied tasks. Managing these tasks will require good organisation skills to ensure you successfully manage and meet desired timescales. This will also require you to liaise and co-ordinate with team members across the business, and most importantly with the customer.

Technical Services

Every member of our team is treated as a full-time employee and every role is therefore crucial to the success of the business.

Role Description

As a Customer Services Consultant, you will be getting involved in all areas of the business. Every day will bring a different challenge using a different technology or tool. Customer Services are responsible for many things including being the main point for our existing customers, and will therefore be their first point of call for any technical questions they have. As well as developing your communication skills, you will also be asked to perform scheduled technical tasks such as moving databases and writing and running SQL scripts.

Skills:

- Degree in a relevant field
- Good attention to detail
- Empathetic approach and positive attitude at all times

- Excellent time management & organisation skills
- Excellent communication skills (verbal and written)
- Technical aptitude in a wide variety of technologies and software platforms

- **Customer Communication** - Interaction in many forms such as email, phone calls and instant message to promptly and accurately communicate to customers. Excellent customer service is our goal and this is the most important role of a Customer Services Consultant.

- **Database Management -** The maintenance and repair of customer databases mean you will be learning a lot about transactional databases and how to write SQL. You will be asked to employ these skills as part of scheduled work and incoming technical queries.

- **Virtual Machines -** The creation and usage of many different virtual environments used internally and externally using the latest Hyper-V and azure technologies.

- **Software Support** - The support of several software products designed and built by us and our partners. You will be using remote connection tools such as TeamViewer to be able to connect with customers and answer technical queries.

- **Teamworking** - Working in your immediate team but also with the rest of the departments. You will be asked to help out with a variety of projects from new installations to existing and ongoing project work.

Development

Successful applicants can expect to gain a great deal of experience working on systems analysis, software development, databases, writing SQL statements and procedures to populate and manipulate data within them.

Role Description

As an Undergraduate Software Developer, the year will be highly software development focused and will involve the use of technologies such as the .NET framework for backend services/APIs and web technologies such as HTML, CSS, JavaScript as well as Vue.js and TypeScript for the client side. Any experience with the above technologies or SQL databases will be advantageous although not essential. As active members of the development team you will work as part of a team following SCRUM and Agile methodologies.

You will be working closely with our Head of Development, playing a key role in ensuring the success of the latest releases of Prospect 365 Web Solutions. Other placement activities often include full development projects, setting up testing and demonstration environments, and assisting with the specification and design of bespoke software developments for customers. On commencing your placement, you will receive nearly six weeks of training in all aspects of our product stack and our development methodologies. During your placement, you will also have access to a full MSDN subscription with a monthly personal allowance of Microsoft Azure credit to play around for your own pet projects.

What you'll need:

Have knowledge of the following technologies for client side development:

HTML, CSS, JavaScript and JavaScript frameworks (ideally Vue.js however knowledge of similar Angular, Angular 2 or React would be advantageous)

Have knowledge of the following technologies for backend/API development:

.Net Framework Libraries, C# or VB.Net, SQL using databases such as SQL Server, SAP SQL Anywhere, Oracle or MySQL

Any experience with the following technologies would be great but not required:

TypeScript, Visual Studio/Visual Studio Code, HTTPS protocols and IIS

Skills:

- A strong passion for software development

- A desire to learn new technologies, improve existing skills and understand the business impact on the software development lifecycle.

- **Software Development –** Using Vue.js and TypeScript to create components which will be used in our Core Applications.

- **Configuring of Continuous Integration –** Taking a set of code you have created and configuring VSTS (Visual Services Team Services) to automatically build and test on committing your work.

- **Scrum Team –** Being an active part of one of the Scrum teams within the Development department. This will involve refinement meetings where, along with the rest of your team members, you will discuss outline estimates for both core and customer developments.

- **QA Testing –** Completing both unit testing and user testing for projects worked on by other team members of development. This involves locating potential issues and working with the team to plan and implement a resolution.

Further Information

Applications open

Monday 2nd October 2017

How to Apply

If you're interested in applying for a role with ProspectSoft, simply visit underline our website. Go to the Sales & Marketing or Technical page to select the area you'd like to apply for, and follow the steps through our online application process.

placements.prospectsoft.com/home

Deadline

Friday 26th January 2018

Testimonials

Jess Heald - Marketing Team Leader

My placement year at ProspectSoft definitely exceeded my expectations - it was great to learn such a variety of skills which were invaluable to my final year at University. As a Marketing Assistant and Event Co-Ordinator, I led several projects during my year which had a direct impact on the business including creating a brand new website dedicated to our placement scheme and running our event held at Silverstone. Being asked to come back to ProspectSoft after University was fantastic, and I am now pursuing my career in Marketing in a forward-thinking company with friendly, supportive and ambitious team members.

Chris Morford - Head of Business Development

As far as I'm concerned, the ProspectSoft Placement year was the most valuable year of my entire degree. You're not just a tea boy (although you definitely have to make your fair share!), you are given real responsibility and your contributions are felt across the business. Ultimately, you only get out what you put in and if you work hard and give your all, the rewards can be brilliant. The trust placed in placement students at ProspectSoft is unrivalled. I had some amazing opportunities on my placement, from sales to customer account management, and had great exposure and influence on lots of key strategic situations and processes.

Peter Slot - Head of Account Management

I had two main aims when undertaking my placement year - the first was to get experience doing a proper job at a proper company and second was to secure a job following University. My placement year at ProspectSoft delivered on both of these aims. I was given a huge amount of responsibility within the sales team and was able to work with and learn from experienced sales people. I am now working as the Head of Account Management and my team relies on placements. As a company we almost exclusively recruit through the placement programme making it a highly competitive but highly rewarding placement year.

Joe Pleece - On-boarding Consultant

Responsibility is a big part of the ProspectSoft placement scheme. At times the workload was burdensome, however I welcomed this challenge and subsequently gained important life skills. I took ownership of our reseller channel as well as total sales control of our web analytics platform where I experienced and led every step of a sale, from initial demonstration to close. Since my return to ProspectSoft, I have established myself as a senior member within the New Business Sales team. My exposure to New Business has meant my ideas have been at the forefront of the company's evolution to a SaaS business model, in particular our cloud hosted CRM and eCommerce system, Prospect 365.

Emily Scott - Customer Success Assistant

Working at ProspectSoft was the best decision I could have made. The opportunities have helped me learn new skills and develop on those I already had. Through speaking to many customers on a daily basis, my confidence has increased massively and I now feel much more comfortable talking in front of a group of people. From day one, I've felt welcomed by everyone at ProspectSoft. This is something that ProspectSoft does excellently, as everyone treats placements just the same as every other colleague. I feel very lucky to have been asked to come back to ProspectSoft when I finish my degree, so I'm now looking forward to heading back to University for my final year in preparation for returning in July!