

Job Description: Business Development Officer

Permanent

Full Time

Location: **Sale (Office-Based)**

Reports to: Business Development Team Leader

Overview

This role is at the forefront of our business with responsibility for driving the success of TQUK through proactive engagement with potential customers across Awarding and End Point Assessment.

Business Development Officers ensure that sales leads and opportunities are maximised to their full potential, up until the decision to work with TQUK has been confirmed. Working closely alongside others in the Business Development team, they will promote TQUK as the credible, innovative and support focused Awarding Organisation and End Point Assessment Organisation that it represents, and create a long-lasting first impression.

The role requires somebody with confidence and an outgoing nature, comfortable in conversing with potential customers from a range of backgrounds, sectors and with different interests and motivations.

Excellent organisation and attention to detail are also a must-have. Opportunities must be organised effectively within the CRM, containing accurate and complete records of communication, contract value and milestone progress to manage and report on a sales pipeline.

BDOs should lastly thrive in a competitive, success driven environment, meeting and exceeding targets in outbound call activity and effective sales pipeline management.

Key responsibilities

- Making targeted, outbound calls to prospective centres to generate leads and opportunities as part of campaigns and sales strategies
- Handling inbound sales calls and e-mails to maximise potential opportunities
- Researching and qualifying leads and opportunities, understanding the wants and needs of the customer and matching it with TQUKs range of products and services
- Maintaining accurate, comprehensive records of all sales leads and opportunities within the CRM system
- Supporting the Business Development Managers in managing a sales pipeline, making regular contact, arranging meetings for BDMs and providing remote sales demonstrations
- Capturing and reporting intelligence that may inform our future Sales and Marketing strategy

Other responsibilities

- Developing and maintaining an understanding of TQUK internal processes, in particular those related to the customer journey
- Maintaining in depth knowledge of TQUK products and services, competitors and the awarding and EPA industry overall
- Maintaining an in depth understanding of regulatory requirements associated with own area of work across awarding and EPA
- Liaising with the service team to facilitate a smooth on-boarding process
- Undertaking other duties considered within your skill and competence to assist the smooth running of the business as required
- Championing the organisation values at all times to model behaviours to wider team staff.

Key requirements

- Have excellent verbal and written communication skills
- Be organised and able to prioritise your workload
- Be comfortable working towards and being accountable for performance against targets
- Have a proven track record, with demonstrable successes, in a sales environment

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a “can do, will do” attitude
- Be well motivated, enthusiastic and able to work on your own initiative
- Be able to have fun!
- Work well with others
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business