



RECRUITMENT PACK

BUSINESS DEVELOPMENT REPRESENTATIVE



FutureQuals[®]



01530 836662



info@futurequals.com



futurequals.com



One of the UK's **most progressive** awarding and End-Point Assessment organisations





Role Purpose

The job will vary on a day-to-day basis, but central to the role is the ability to evaluate and identify development opportunities to meet the needs of existing and prospective customers and to promote the company's products and services.

Location

EMP House, Coalville

Salary

Up to £19,000-£25,000,
depending on experience



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JOB DESCRIPTION

Key Responsibilities

- Maintaining an excellent knowledge of companies service offerings and changes within the sectors/markets of our customers
- Speaking to customers to establish their needs and providing necessary options to fulfil their requirements
- Researching and identifying new business opportunities - including new markets, growth areas, trends, customers, partnerships, products and services - or new ways of reaching existing markets
- Answering telephone and email queries, providing prompt, accurate and helpful responses
- Managing both our existing sales pipeline and identifying and developing new business opportunities
- Carrying out regular pro-active relationship management calls
- Performance tracking of customers and products
- Building strong and effective relationships with colleagues and external stakeholders
- Supporting marketing and communications activities
- Dealing with all customers and internal staff contact effectively and courteously to protect the reputation of the companies
- Regularly updating the Business Development Manager on all activities
- Carrying out any other duties as are within the scope, spirit and purpose of the job as requested by the Senior Leadership team

PERSON SPECIFICATION



Values

Visionary

Supportive

Innovative

Professional

Essential Qualifications, Knowledge and Experience

- Excellent communication and interpersonal skills both oral and written with a commitment to managing expectations
- Strong ability to prioritise in a varied work programme
- Experience of maintaining and developing customer relationships
- Experience of understanding the needs of others, the constraints they face and the levers to their engagement
- Experience of understanding differences in opinions, anticipating potential areas of conflict and proactively managing discussions
- Experience of working in a customer focused environment
- Effective presentation, organisational and administrative skills with accuracy and attention to detail
- Experience of solving complex problems and finding resolutions that meet the needs of all parties

Desirable Skills and Abilities

- Experience of working in a regulated awarding body/organisation
- Knowledge and experience of education environment
- An understanding of the companies products and services
- Knowledge of End Point Assessment regulatory requirements

ICT Competency Profile

- MS Office Word - Intermediate
- MS Office Excel - Intermediate
- MS PowerPoint - Intermediate
- MS Outlook - Intermediate
- Internet Browser - Intermediate
- Survey Software - Intermediate
- Mainstream Social Media Platforms - Intermediate
- Online Meeting software (e.g. Zoom) - Intermediate
- SharePoint - Intermediate
- Wordpress - Basic
- Sage - Basic
- Polling Apps - Basic
- Digital Forms - Basic

Personal Attributes

- Assertive
- Commercial Awareness
- Analytical
- Adaptable



Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Any appointment will be made on merit alone.



How to Apply



In the first instance should you wish to discuss the role further please email HR@FutureQuals.com.

Applications should be emailed to HR@FutureQuals.com by sending in a CV and covering letter.



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