



## Job Description

### Job details:

**Job Title:** Business Development Team Leader (BDA's)

**Department:** Commercial > Sales

**Reports to:** Commercial Director

### NQA Certification Ltd

NQA helps SMEs, large enterprises and non-profit organizations to perform better in Quality, Aerospace, Environment & Energy, Information Security and Health & Safety management.

We make sure these improvements continue year in, year out. Our clients never stop improving. We do this by providing accredited certification, training and technical support for management systems. We've been working in partnership with our clients for almost 30 years to help them achieve their aims.

NQA is a certification body, serving a broad range of industries, including the civil aviation, space, defence, nuclear, telecommunications, industrial, electronics, medical and automotive markets.

NQA is one of the world's leading third party certification bodies providing product and management systems certification in over 28 countries.

### Role Outline:

This is a practical hands-on position, which would be ideal for a candidate who is looking to work for a growing and dynamic global business. This will be a fast paced and varied role and would be suitable to a candidate with demonstrable experience in a similar role.

Working as an integral part of the UK Business Development team this role focuses on growing the sales revenue in NQA Certification services and NQA Training services. The role will require you proactively manage the team of Business Development Advisors, leading by example and engaging in telesales and campaign activities. This role is crucial to supporting and securing the future business aspirations of NQA and promoting NQA's services.

The role will require you to deliver and develop excellent customer relationships with both new and existing clients and consultants and achieve monthly and annual sales targets.

You must have a telesales and leadership background and a proven track experience of meeting and exceeding sales targets.

## Key Duties and Responsibilities:

### Day-to-Day

- To exceed the agreed new work sales targets.
- To achieve individual sales targets and support colleagues to achieve their sales targets set by the Commercial Director
- To complete cold calling and telesales activities in line with sales and marketing campaigns as and when required by the Commercial Director
- To build positive relationships with new and existing clients to increase initial revenue and retention revenues.
- To record all sales leads and activities in NQA's chosen CRM tool in line with the sales team etiquette
- To build positive relationships with new and existing consultants to increase number of quotes and sales conversions
- To support the Commercial Director with sales visits, exhibitions and events when necessary
- Maintaining and handling key customer accounts.
- To develop new clients to increase the customer base.
- To maintain accurate records of all enquiries, sales and transactions using salesforce.com system.
- To carry out general administration duties associated with the role.
- To maximise sales of products and services, including the development of appropriate sales channels.
- Ensure the customer's experience is reflected in all sales activities and customer propositions.
- Support the Commercial Director in both initiatives and activities supporting the consultant partnership programme.

### Management

- To line manage regional sales staff.
- To contribute to the production of the revenue budget

Person Specification:	
Essential	Desirable
Experience in meeting and exceeding sales targets.	Ability to work well under pressure
Highly motivated and target driven	Excellent team working skills.
Ability to prioritise workload and meet challenging deadlines through excellent time management skills	Demonstrable understanding of the market in which NQA UK operates
Experience of working in a telesales environment	
Excellent Customer service skills	
Experience of leading/managing a team with high performance figures	
Good interpersonal and team working skills	
Excellent communication skills with ability to influence others	
Minimum education to GCSE level standard or equivalent	
Ability to use MS office applications (PowerPoint, Word, Excel & Outlook) and tools such as DropBox and Salesforce	
Full, clean, valid driving licence.	

Prepared by:	Date:
Laura Fletcher, Commercial Director	6th June 2023.