



## Job Description

### Job details:

**Job Title:** Business Development Manager (Tender Focus)

**Department:** Commercial > Sales

**Reports to:** Commercial & Customer Experience Director

### Job Purpose

**We are looking for an experienced TIC Business Development professional who can bring talent, drive and fresh thinking to help propel our business forward. Your role will be a remote based sales role covering the remote business development activities in the UK and Ireland. You will gain invaluable experience and exposure working on a variety of exciting projects for a large, diverse and ambitious organisation.**

#### Key functions:

- To represent NQA and promote and sell our certification, verification and training services
- To coordinate, produce and secure tender opportunities and submissions for NQA UK
- To build and maintain relationships with key stakeholders across the industry
- To proactively build NQA's key account portfolio of clients

### Dimensions:

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 field based role focuses on growing the sales revenue in NQA certification, verification and training 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 strong field sales background and a proven track record of meeting and exceeding sales targets. Experience of working in the certification industry or a professional services industry is required.

## Key Duties and Responsibilities:

### Day-to-Day

- To meet and exceed your sales target (c. £500k per annum).
- To arrange and conduct sales meetings and presentations with clients and partners across the UK.
- Be responsible for the production, coordination and success of all nationwide tender responses for NQA UK.
- Proactively maintain and build key customer accounts
- Support existing and new clients in their endeavours to achieve certification, verification and training services through excellent rapport and identification of existing and new services offered by NQA.
- 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 commercial procedures.
- To develop new clients to increase the customer base.
- To contribute to the production of the revenue budget.
- 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 & Customer Experience Director in both initiatives and activities supporting the consultant partnership programme to increase Consultant engagement.
- To undertake any other duties as appropriate within their competence, as required by the Commercial & Customer Experience Director from time to time.

| Person Specification:  |   |
|--|---|
| Essential  | Desirable   |
| The ability to establish effective working relationships both internally and externally at a senior and working level. | Demonstrable understanding of the marketing in which NQA UK operates. |
| Experience of business development in the TIC industry.  | Experience of business development in the certification industry.     |
| Experience of meeting and exceeding sales targets.   | Ability to work well under pressure.                                  |
| Experience of submitting and winning tender packages   |   |
| Results focussed.  |   |
| Ability to understand and utilise financial and management information, with the ability to make informed decisions.   |   |
| Experience of the development and implementation of sales strategies and tactical plans.                               |   |
| Track record of setting and achieving challenging targets for the sales function.                                      |   |
| Ability to “sell” services.  |   |
| Experience of developing and implementing effective sales plans.   |   |
| Current valid UK driving licence.  |   |
| The ability to establish effective working relationships both internally and externally at a senior and working level. |   |

| Prepared by:  | Date:                       |
|---|-----------------------------|
| Laura Fletcher, Commercial & Customer Experience Director | 12 <sup>th</sup> April 2022 |