



## JOB DESCRIPTION

**Job title:** Business Development Officer

**Reporting to:** Head of Endorsements

**Direct Reports:** None

### **Job Purpose:**

Support the Endorsement strategy of the charity, in line with the overall strategy and business objectives of the organisation working to ensure that allergy sufferers have a wide range of products available to assist them with the management of their condition. Oversee the AAS to ensure it meets its operational objectives.

### **Key Accountabilities:**

- To liaise with the manager in implementation of the business plan that will lead to increased income and clients for the endorsement program.
- To be involved with the generation of income from our endorsement scheme by assisting in the expansion of the scheme for new and existing endorsements.
- To liaise with new and existing clients regarding the endorsement of products that relate to allergy.
- To identify potential new clients to the endorsement scheme and develop them into clients.
- To assist with the management of existing client relationships and potential new business.
- To encourage existing client relationships in further involvement with the charity across other income generating service areas.
- To prioritise and respond effectively, developing new enquiries into endorsement holders
- To maintain accurate and up to date relevant electronic files and database.
- In the absence of the team administrator, undertake relevant administration duties to ensure the department operates effectively.
- Liaise with all relevant parties on issues that arise and communicate such issues to the Head of Endorsements.
- Work on other projects as and when required according to business need and work as part of the Allergy UK team.
- Research potential new business markets.

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- Identify and escalate any issues which could impact or improve the quality of customer service we provide.

### Person specification

#### The successful applicant will be able to demonstrate:

- Ability to develop a broad knowledge base of the charity endorsement programs and products.
- An enthusiastic, pro-active and self-motivated approach.
- The ability to work in an office both alone and as part of a team.
- A professional manner and appearance, with a positive outlook.
- Excellent effective communication and listening skills.
- Polite, confident with a friendly manner.
- Well organized, thorough with attention to detail and good time management skills.
- Hard working and prepared to progress new enquiries, so a good telephone manner is essential.
- Excellent IT skills. Previous experience of Microsoft Office and knowledge of using a database is required, specific database training will be given.
- At least two year's successful business development experience.

#### Person Specification

#### Education and Qualifications

##### Essential

Good standard of general education.

##### Experience

##### Essential

Sales and Business Development Experience

Previous negotiation experience in a commercial environment.

##### Desirable

Two year's successful business development experience.

Business development experience in a service related sector.

A proven negotiator, able to develop ongoing relations with external third parties.

#### Skills and Knowledge

##### Essential

Able to track and follow up on a variety of ongoing pieces of work.

IT and computer literate.

#### Behavioural Competencies

Following instructions and procedure

Planning and Organising

Delivering results and meeting customer expectations

Working With People

Learning and Researching

Writing and Reporting

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