



JOB DESCRIPTION

Job title: Senior Business Development Officer

Reporting to: Head of Endorsements

Direct Reports: Assistant Business Development Officer and Finance Admin Assistant

Job Purpose:

To assist Head of Endorsements to ensure current income is secured and growth is possible through the execution of the ARL Business plan. The role will also be required to support and direct the work of the Assistant Business Development Officer and Finance Assistant to fulfil the targets set.

Key Accountabilities:

- To liaise with Head of Endorsements 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 Head of Endorsements, liaise with Laboratories and consultants to maintain an excellent service
- In the absence of the team administrator, undertake relevant administration duties to ensure the department operates effectively.
- In the absence of the Business Development Assistant liaise with catering businesses as required for the continuation of relations and business.
- Liaise with all relevant parties on issues that arise and communicate such issues to the Head of Endorsements.
- To be the prime trainer of the Officer Assistant, supporting them to learn their role
- 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.
- Identify and escalate any issues which could impact or improve the quality of customer service we provide.

This job description is non-exhaustive, and is subject to regular review with the post holder and amended in line with the needs of the organisation.



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.

Education and Qualifications

Essential

Level 3 education

Desirable

Degree level 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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