JOB DESCRIPTION Business Development Executive
DEPARTMENT Business Development

Role overview

As a key member of Damar's Business Development team, you will play a pivotal role in supporting the achievement of our strategic objectives. Your responsibilities will include building and nurturing relationships with key stakeholders, ensuring the timely onboarding of apprenticeship starts, and contributing to overall sales growth in line with quarterly and annual targets. You will be proactive in identifying new business opportunities, maintain accurate and complaint customer records, and use internal data to help identify opportunities.

- Location: Head Office – Manchester, Piccadilly
- Normal hours of work: Full time, as set out in your terms and conditions of employment
- Reporting to: Divisional Manager (DM) – Business Development

The contents of this job description are not exhaustive. You may also be asked to perform other related duties relevant to the level of your role to meet the ongoing needs of our business.

Key responsibilities

- Qualify and manage new business enquiries generated via the website, allocating opportunities to the relevant BDM, updating our CRM and when required qualifying or obtaining further information
- Coordinate and conduct follow-up activities with employers following webinars and marketing events, with a focus on identifying and nurturing new business opportunities (e.g. from webinar attendees or market research insights)
- Liase with employers to support with compliance and administration of new students where the Divisional Manager is the account owner (house accounts)
- Act as the main point of contact for certain employers in the absence of a BDM, or where accounts currently have no opportunity for growth. The BDE will monitor these accounts for potential development opportunities and, where appropriate, collaborate with the Divisional Manager and/or a BDM to optimise growth
- Proactively generate new business leads by "speccing in" suitable candidates to employers with relevant vacancies or apprenticeship potential
- Identify and represent Damar at external employer and student events, including networking opportunities that can generate new business opportunities
- Ensure timely, in month, cohort approvals by employers on the Apprenticeship Service (AS)
- Assist employers with their Apprenticeship Service (AS) account, including initial setup and troubleshooting where required.
- Maintain accurate and up to date client records, including recording and updating compliance documentation in line with Damar's Data Management Strategy
- Report and use internal data and MI to help refine activity, identify new opportunities, and flag potential risks or areas for improvement.
- Demonstrate strong product and sector knowledge to effectively engage and build trusted relationships with internal and external stakeholders

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Skills

- Excellent customer service and communication skills, both in writing and face to face/by telephone
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Experience with CRM systems
- The ability to plan work with attention to detail.

Knowledge and qualifications

- Knowledge of apprenticeship standards and funding *(ideal but not essential – full training will be given)*
- Key stakeholder management, including nurturing and building strong relationships

Personal attributes and behaviours

- Be self-motivated and driven
- Attention to detail
- Be professional, personable and approachable
- Be a team player
- Flexible with the ability to work around changing business needs
- Honesty
- Enjoy working towards targets and take pride in exceeding them
- Integrity
- Trustworthiness

Additional requirements

- To comply with the requirements of our Employee Handbook
- To promote the equality of opportunity within our organisation
- To demonstrate commitment to safeguarding and promoting the welfare of all learners
- An enhanced Disclosure and Barring Service (DBS) check is a requirement of all roles at Damar that may include sole supervision of young people or vulnerable adult