National Business Development Manager - Accreditation

Job Details

Reports to: Director, India

Accountable to: Head of International Operations

Hours: As many as required to fulfil the needs of the post but no less than 40 hours per week

Location: Bangalore Office

Job Summary

To have overall responsibility for meeting revenue targets of IET Academic Accreditations and services which includes the sale of accreditation, ancillary academic affiliate/ partnerships, and resultant membership products and any new products that may arise.

Main Duties and Responsibilities (Not necessarily in priority order)

- Own, manage and deliver, sales targets around academic accreditation, ancillary academic affiliate/ partnerships and resultant membership products of the IET as agreed at the beginning of the year.
- Prepare annual sales plan for the assigned sales products and services.
- Achieve assigned revenue, customer and member acquisition targets.
- Work with other functional team delivery, operations and marketing teams to ensure customer fulfillment.
- Generate leads and work with colleagues in India and the UK to maintain an up to date customer pipeline and opportunities.
- Attend relevant events and exposition to drive business development activity
- Provide regular feedback from the market place
- Provide a positive and professional image of the role and the company both to customers and colleagues at all times
- Ensure a strong adherence to IET brand and ensure that all communications are written well and to a high standard of English
 Compile weekly and monthly reporting relating to sales and potential sales
 To undertake any other duties and projects at the request of the line manager

 Manage customer relations necessary for meeting revenue targets from the sale of the agreed IET products and services.
 Develops a business plan and sales strategy for the market that ensures attainment of sales goals and profitability.
 Accurately forecasts annual, quarterly and monthly revenue streams.
 Develops specific plans to ensure revenue growth and volume growth in the agreed products of the company.
 Provides quarterly results assessments of sales staff’s productivity.
 Coordinates proper company resources to ensure efficient and stable sales results.
 Formulates all sales policies, practices and procedures in consultation with Director.
 Works on establishing personal contact and rapport with top echelon decision-makers.
 Interprets short- and long-term effects on sales strategies in operating profit.
 Handle Department P&L - Reviews expenses and recommends economies. Controls expenses to meet agreed budget.
 Responsible for the performance and development of the Business Development Managers if any.
 Prepares action plans for self and department to generate effective sales leads and prospects.
 Initiates and coordinates development of action plans to penetrate new markets.
 Assists in the development and implementation of marketing plans as needed.
 Provides timely feedback to senior management regarding performance.
 Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team. Be familiar and comply with the Operating Procedures, Compliance Procedures, the Bangalore Office Employee Handbook, Health & Safety and Fire policies for the organization, which may be amended from time to time.
 To be a full and active member of the India team and carry out additional duties consistent with the overall purpose of the role and smooth running of the office, as directed by the Director, India.
 Develop, own and manage the operations, systems and operational efficiency of accreditation including but not limited to Membership, Academic Affiliate/Partners, related member acquisition, related membership renewal and retention.
 Management of all aspects of the membership application and renewal process, including
membership retention campaigns and processes

- Managing response to questions and issues from members and the general public on IET activities in the region.
- Supporting the expansion of IET member programmes and related activity in new areas within India
- Establish effective working relationships with IET volunteers, providing support and guidance in relation to their role as a volunteer

This job description is intended as a general guide to the scope of the post and may change in line with the needs of the services or at the request of the line manager.

Relationships and Roles:

Internal / External Cooperation

- Insures that all Business Development Managers and Operations Team meet or exceed all activity standards for prospecting calls, appointments, presentations, proposals and closes.
- Delegates authority and responsibility with accountability and follow-up.
- Sets examples for the Team in areas of personal character, commitment, organisational and selling skills, and work habits.
- Maintains contact with all clients in the market area to ensure high levels of client satisfaction.
- Demonstrates ability to interact and cooperate with all company employees.
- Manage resources for the department, including responsibility for budget
- Ensure compliance with UK and India data protection legislation and act responsibly on matters of data disclosure both internally and to third parties.
- Be a full and active member of the Bangalore Office team and carry out additional duties consistent with the overall purpose of the role and smooth running of the office, as directed by the Director, India.

Person Specification

Essential:

- Excellent communication, interpersonal, negotiation and customer service skills, with the ability to deal with people at all levels and who can communicate effectively in English (verbally and written business English)
- Excellent administration skills, with the ability to prioritise tasks, work under pressure, use
initiative, demonstrate attention to detail and meet strict deadlines, including experience of financial administration.

- Pro-active and persistent in initiating and maintaining contact with members and customers.
- A positive team member with a good attitude who has the ability to communicate and work effectively with colleagues based in remote locations, as well as in the same office.
- Problem-solving and analytical skills to interpret sales performance and market trend information.
- Proven ability to motivate and lead a sales team.
- Experience in developing marketing and sales strategies.
- Willing to work flexible hours and travel/stay away from home when required.
- Good level of IT literacy, including the use of Microsoft Office.
- Experience
  - Customer Service,
  - Operations management
  - People and Team management
- Ability to work under stress
- Ability to multitask
- Self-motivated with a strong work ethic who can work independently if necessary, willing to work flexible hours and travel/stay away from home when required

Desirable:

- Experience of working with volunteers in a membership-based organisation.
- Experience of working with the media.
- Experience of working for an international organisation.
- An interest or involvement in the Science, Engineering and Technology sector.
- Bachelor level degree.
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