



Job Description

Job title:	Business Relationship Manager
Responsible to:	Sales Manager
Hours:	Full time, 35 hours a week
Salary:	£27,065 to £31,121 p.a. depending on experience
Location:	Based in Nottingham on a hybrid working basis, with travel across the East Midlands

Background

Access Training is a well-established leading training organisation working in and around Nottinghamshire, Derbyshire and Leicestershire. We provide a range of employment related training including Full Time Programmes, Apprenticeships, Employability, Adult Learning Loans and work experience opportunities for adults and young people from diverse backgrounds, that will enhance individuals' employment potential and qualifications. In our most recent Ofsted inspection in we retained our "Good" rating and we are continuously developing and improving our provision. In November 2021 we were announced winners of the Education and Business Partnership Award at the East Midlands Chambers of Commerce Nottingham Business Awards 2021 for the second year running.

Main purpose:

- To generate and secure new business opportunities for Access Training maximising all funding streams.
- To build and maintain relationships with new and existing employers/organisations in order to maximise revenue whilst ensuring that they receive a quality service throughout the engagement process.
- To challenge all practices and procedures within own role and throughout the organisation and to contribute to and ensure continuous quality improvement.

Key responsibilities

- To pro-actively carry out own sales campaigns using a variety of methods such as telesales, field sales, networking and social media activity in order to meet monthly sales targets.
- Build a continuous pipeline of business opportunities to ensure monthly targets are consistently met.
- Generate opportunities across all funding streams, which include apprenticeships, traineeships and commercial training.
- Plan sales campaigns across the East Midlands region.
- Research local and regional employer base and developing employer database to generate targeted campaigns in order to generate sales.
- Take ownership of an agreed number of employer accounts for ongoing management of employer relationships and pipeline activity.
- Attend employer events where applicable to generate business opportunities.
- Support employers with their Apprenticeship Service account in order to speed up the sales cycle and deliver excellent customer service.

- Conduct employer visits to promote Access Training services and carry out a TNA.
- Complete all necessary funding paperwork with the employer such as employer contract and Health and Safety checks, ensuring this is compliant.
- Effectively account manage employers to maximise opportunities and deliver excellent customer service.
- Liaise with employer and learner engagement team to confirm employer recruitment needs.
- Where learner is in situ liaise with learner recruitment team to ensure full eligibility checks are carried out.
- Build positive working relationships across the whole business working across teams to improve own knowledge and share best practice.
- Achieve individual and team income targets in line with Sales and Marketing Strategy.
- Contribute to the production of annual Sales and Marketing Strategy.
- Create records, update and maintain employer database to produce reports
- Produce monthly/quarterly/annual performance reports for Sales Manager as required.
- Be an ambassador for Access Training.

Other duties

- To follow company procedures and policies including equality of opportunity, health and safety and safeguarding.
- To comply with Access Training's Equality Opportunity, Health & Safety and Safeguarding policies ensuring that any issues are handled and referred appropriately.
- To undertake any other duties/projects relevant to the post.

NB. The above job description sets out the main responsibilities for this position but should not be regarded as an exhaustive list of the duties that may be required of the post holder.



Business Relationship Manager Person Specification

Applicants must have:

- A proven sales record within the apprenticeship sector
- A proven track record of generating own sales leads using a variety of methods
- Experience of account managing customers to maximise opportunities.
- Previous marketing experience – helpful not a must, please add to the bottom
- Good Microsoft Office knowledge
- Driving licence and own transport
- GCSE English and Maths grade 4 or above (or equivalent).

The following will be helpful:

- Knowledge of the funding across all of the FE sector; such as traineeships, AEB and commercially funded programmes.

Applicants should be:

- Self-motivated and target driven with the ability to work autonomously and towards tight deadlines.
- Able to identify business opportunities and follow these through, give effective IAG to ensure the correct funding route is sourced for both the employer and the learner.
- Outgoing and confident, able to engage and communicate effectively with a wide range of employers and other people. This will include being able to make cold calls and follow up meetings and or visits to new employers to generate business opportunities across all Access Training programmes such as: apprenticeships, traineeships, AEB and commercial training.
- Must be able to listen to identify needs, capture information and follow points through.
- Must be easily understood, able to get messages across and promote Access Training to individuals and groups.
- Able to write accurately and concisely using existing documentation and pro-formas to good effect.
- Able to make effective use of IT including Microsoft Teams, PowerPoint, internet, spreadsheets, tracking systems, Microsoft, Zoom, DocuSign etc.
- Work as part of a team to ensure a holistic approach to employers' needs. This will include working with internal colleagues in and out of the Business Development Department.
- Willing to step in for close colleagues when required.
- Organise own workload to ensure the best use is made of time and resources. This will include cost effectively planning and telephone calls, follow-up virtual meetings / visits and the associated documentation and electronic record keeping.
- Will need to be self-motivated and enthusiastic with the drive to achieve results.
- To work on own initiative, able to produce and carry through ideas to promote the company.



Conditions of Service

Post:	Business Relationship Manager
Based in:	Based in Nottingham on a hybrid working basis, with travel across the East Midlands.
Hours:	Full time, 35 hours week.
Salary:	£27,065 to £31,121 p.a. depending on experience
Method of payment:	Salaries are paid monthly, generally the 25 th of the month, into a Bank or Building Society of your choice.
Annual leave:	For full-time, 26 days per full year, of which management reserve the right to dictate when up to 4 of them will be taken. Part time staff have pro rata entitlement to annual leave and Bank Holidays. Any holidays already planned will be honoured where possible – however, where they exceed entitlement, they will generally need to be taken without pay.
Holiday year:	August to July
Statutory/privilege:	8 days per year for full time (pro rata for part-time)
Probationary period:	Six months
Sickness:	Access Training has a sick pay scheme, following the satisfactory completion of probation.
Travel:	Access Training reimburses Casual Car User Allowance / Essential Car User Allowance and Bicycle User Allowance at the rate set by Access Training.
Health & Wellbeing:	Fully funded Employee Assistant Programme including Cycle to Work Scheme
Disclosure & Barring Service:	Posts in regulated activity with Access Training are subject to checks with the Disclosure & Barring Service and as such, this post will require a check.
Workplace Pension:	Auto-enrolment into the NEST pension scheme after 3 months' service. Current contributions are 4.0% employee, 1.0% government, 3.0% employer.
Right to work in the UK:	Documentation required to check eligibility.