

|  |
| --- |
| **HEAD OF ACCOUNT MANAGEMENT** |

|  |  |
| --- | --- |
| **Reporting to:** | Finance Director |
| **Working Hours:** | Full time: 37.5 hours per week |
| **Salary:** | £36,011 to £40,573 (scale point 36 to 40)With options to progress to £54,498 (scale point 50) |
| **Annual Leave:** | 26 electable days and 8 statutory days |

**Job Purpose**

To sell the College’s apprenticeship offer to SMT and large national employers and create opportunities for cross selling other products and services. To lead the Account Management team, manage key business-to-business relationships and develop the College’s sales strategy.

**Duties and responsibilities of the job**

|  |
| --- |
| 1. Lead and manage the Account Management team ensuring effective recruitment, professional development and performance management in line with college policies and values.
 |
| 1. Recruit apprentices through new and existing businesses, setting and delivering upon ambitious growth targets.
 |
| 1. Develop and implement the sales strategy to grow and develop provision of apprenticeships and create opportunities for cross selling other products and services.
 |
| 1. Define and shape the Colleges approach to engaging new customers, working with both SME and large national employers to develop training solutions and commercial opportunities.
 |
| 1. Develop a range of tools, systems and measures to ensure consistently high quality engagement with employers by the Account Management team and colleagues across the College.
 |
| 1. Work closely with Student Records, Marketing, Enquiries, Advice and Guidance teams enable the growth of employer related activity across the College.
 |
| 1. Manage a network of business-to-business relationships, actively managing strategically important customers and ensuring the Account Management team effectively manage other customers.
 |
| 1. Manage and develop key strategic relationships with funding bodies, industry bodies and trade associations to create new opportunities, improved reputation and representation for the College.
 |
| 1. Establish, maintain and develop the service level agreement to ensure customer service is at the heart of everything we do.
 |
| 1. Provide accurate and timely management information that supports effective decision making by the college management team, leaders and governors.
 |
| 1. Carry out additional duties and tasks that may be required within the range of responsibilities of the post; deputising for the Finance Director when required.
 |

**Continuous Professional Development**

|  |
| --- |
| 1. Comply with the CPD requirements to maintain and develop your skills.
 |
| 1. Actively participate in the college performance management processes, including appraisals to support personal and professional development and enhance student experience.
 |
| 1. Drive continuous improvement and change within the Account Management team and across the college to improve value for money and student experience.
 |

**College Management Team**

|  |
| --- |
| 1. Contribute to the wider college management team and undertake any further duties commensurate with the grade and responsibilities of the post allocated by a member of SMT.
 |
| 1. Provide a strong focus on the development of the college strategy and operational delivery plan, contributing to the strategic aims of the college at all times.
 |

**Qualifications / Skills / Knowledge / Qualities**

At Plumpton College we are:

1. Ambitious and Progressive
2. Enterprising
3. Supportive
4. Professional
5. Passionate about everything we do

|  |
| --- |
| **Essential criteria for the post** |
| 1. Experience of successful business development including sales and account management
 |
| 1. Proven track record of meeting and exceeding sales targets
 |
| 1. Strong leadership skills, able to manage a team and deputise for the Finance Director with internal and external stakeholders
 |
| 1. Strong relationship building skills support by written and verbal communication skills
 |
| 1. Excellent computer skills and Microsoft Office experience including advanced Excel and accounting software
 |
| 1. Highly organised, able to work flexible and prioritise tasks in a busy environment with tight deadlines
 |
| 1. Demonstrate a commitment to customer service of internal and external stakeholders with a positive ‘can do’ attitude and growth mind-set
 |

|  |
| --- |
| **Desirable criteria for the post** |
| 1. Experience of further education and knowledge of ESFA funding
 |
| 1. Level 6 relevant qualification
 |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole College events where there will be a requirement to attend.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal