



Account Manager Business Development	
Reporting to:	Senior Account Manager
Working Hours:	37.5 Monday – Friday
Salary:	Scale (23-28) – S6
Annual Leave:	26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas

Job Purpose

The post holder will be responsible for winning new business with local SMEs by selling funding opportunities available from the SFA, ESF and DWP. The post holder will achieve this by working to target, promoting the funding available via government contracts in training (Non-Apprenticeship short course and bespoke learning) and Apprenticeships, to sector specific SMEs and large organisations. The post holder will be responsible for employer engagement, internal and external networking, account management, identifying training solutions and liaising between college programme delivery teams and the employer to ensure employer needs are met.

Duties and responsibilities of the job

1. Main Duties

a.	To identify prospective new employers, by researching and cold calling from various lists and databases, and to make contact with the above employers to identify individual training and/or organisational needs and training needs analysis.
b.	To market services to customers that meet both individual needs and maximises income to College, in line with individual, team and contractual targets
c.	Produce presentations, bids, proposals and bespoke training solutions to win new business
d.	To meet a range of key performance indicator targets agreed with line manager and to participate in monthly reviews of these targets.
e.	To be responsible and be the main point of contact for a number of employer accounts. To ensure these customers' needs are being met by providing customer support, upselling, technical assistance and general relationship management.
f.	To be responsible for maintaining and developing further relationships with existing customers. Regularly reviewing and evaluating progress of training against agreed outcomes and suggesting areas for further development.
g.	To develop and maintain knowledge of current and future national and local skills priorities.
h.	To match local employers to prospective apprentices/employees – working with Programme Managers / College Managers, Work Based Learning Manager across the college locations
i.	To provide support to and work in partnership with other College teams in terms of the employer responsive offer.

j.	To keep full and up to date records of all contact with local businesses, using appropriate database and paper systems.
k.	To act as an ambassador for the College at internal/external events – this may include occasional unsocial hours e.g.early mornings, evenings and weekends.
l.	To ensure that all decisions and actions are made at the appropriate level within the College
m.	To work to ensure continuous quality improvement and service excellence. To contribute towards achievement and maintenance of relevant quality standards, aspiring to attain a Grade 1 rating for all employer engagement activities.
n.	Perform all of the above duties in accordance with College policies, procedures and regulations on Health & Safety, Equal Opportunities, Quality Assurance, financial matters and Data Protection Act.
o.	To work to promote and apply the College's Safeguarding policy and practices.
p.	Any other job related activities as requested appropriate to the grading of the post.

2. Quality Improvement

a.	Work with the marketing team to create apprenticeship and appropriate sales campaigns.
b.	To support completion of surveys with employers.
c.	To undertake Training Needs Analyses with Land Based businesses.

3. Continuous Professional Development

a.	To undertake staff development appropriate to the needs of the College and that identified by the appraisal person.
b.	To participate in an annual appraisal of performance.

4. Other responsibilities and duties

a.	To cross-sell on a whole College for Bespoke Training, Apprenticeships, Short Courses, including part time and full time courses on other College sites.
b.	To attend events/shows and assist with the cross College team for these events, this may include some weekends and evenings from time to time.
c.	To undertake any other reasonable duties from time to time commensurate with the grade of the post as requested by the Senior Management Team or Principal.

Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

Essential criteria for the post

Experience of funded and cofunded Work Based Learning contracts, including Trailblazers, Apprenticeships ESFA and ESF in the Land Based Sector or other training provision.

Educated to Level 2 Literacy and Numeracy.
Educated to Level 3 or equivalent.
Experience in a sales related environment.
Proven experience of achievement of target-focussed outcomes.
Ability to liaise effectively with local employers and stakeholders.
Team working skills.
Computer literate.
Excellent written English.
Ability to manage time/workloads and work autonomously.
Car driver with full clean driving licence and use of a car.
Excellent communication skills.
Persuasive powers and tenacity.
Ability to work on own initiative and prioritise effectively.
Flexible approach to work hours to meet College needs.
Desirable criteria for the post
Academic and/or professional qualification to degree level or equivalent.
Have or be willing to work towards relevant Advice & Guidance qualifications/standards at Level 3
Working knowledge of Business quality standards eg. Quality Marks, Investors in People, Matrix etc.
Understanding and/or participation in all ages careers guidance service eg N.C.S
Ability to build effective networks.
Ability to present.

CONDITIONS OF EMPLOYMENT

Working Hours

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but some 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