



Job Title	Business Development Coordinator
Band	3
Group	International and Professional Services
Responsible to	Head of Business Development
Responsible for	N/A

Organisational context

QAA is the UK's independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world-leading and independently assured higher education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. In 2018, the Secretary of State designated QAA as the body responsible for assessing quality and standards in England, and we work closely with the devolved administrations in Scotland, Wales and Northern Ireland. We launched a new membership offer to institutions in August 2019. The Business Development Coordinator role within QAA's International and Professional Services team is critical to delivery of the Agency's vision and refreshed membership offer.

Role summary

To provide business support to the Business Development team, to contribute to the successful delivery of customer-centric and revenue-generating products and services. The role will have annual sales targets and performance reviews will be directly linked to achieving these.

This role sits within QAA's International and Professional Services team and will provide critical support to revenue-generating business development activities and commercial proposals. The postholder will interact with a predominantly international customer base.

Main duties and responsibilities

- Accurate and timely input of information into the Customer Relationship Management system and other required systems and databases.
- Effectively manage data, including customer information, producing reports as required.
- Collaborate with delivery staff to support product and service delivery and income-generating projects and events, including international reviews, training programmes and consultancy projects.
- Provide 'pitch' support to senior colleagues, including agendas, proposals, data and presentation materials, as well as note-taking during meetings.

- Work with the Head of Business Development and the Marketing and Events team to develop effective sales and marketing campaigns, using new and existing customer information.
- Find opportunities to raise QAA's profile and search for potential new customers for QAA's products and services.
- Look for opportunities to cross-sell QAA's products and services to existing and new customers.
- With the support of senior colleagues, draft and monitor costings and develop budgets for new business and marketing activities.
- Support colleagues in establishing, developing and managing networks and relationships, including account management engagement with stakeholders and organisational partners.
- Provide event support for revenue generating and marketing events.
- Monitor and report on the progress of business development tenders and bids, working with senior colleagues to ensure that deadlines are met, and project outcomes are delivered to time.
- Work on the drafting and progression of contracts for business development activity including tenders and proposals according to agreed deadlines.

Key contacts

- Colleagues at all levels, both internal and external to QAA.
- Relevant UK government departments and devolved administration.
- UK and international universities, partner agencies and overseas government departments.

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Attributes	Criteria	* How measured
Experience	<ul style="list-style-type: none"> • Sales/commercial experience, or proven interest • Experience of undertaking project support • Experience of researching and analysing information • Experience of planning meetings and events, and customer liaison 	<p>A, I A, I A, I A, I</p>
Qualifications and training	<ul style="list-style-type: none"> • Degree or equivalent experience 	A
Knowledge, skills and abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Competent user of Microsoft Office including Word, Excel and PowerPoint • Excellent planning and organisational skills with the ability to prioritise and balance competing demands • Accuracy and first-rate attention to detail with the ability to analyse large amounts of information, including sales targets and CRM information • Constant desire and ability to meet customer needs (internal or external) • Sensitivity and understanding of working in a customer and service-focused environment • Effective interpersonal skills with an ability to develop and maintain strong, effective working relationships • Ability to work as part of a team as well as progressing work independently • Ability to manage own work in a structured and methodical way • Confident using both quantitative and qualitative data • High degree of international cultural awareness 	<p>A, I I, E A, I I I A, I A, I A, I A, E A, I I</p>
Behaviours	<ul style="list-style-type: none"> • Delivery focused, driven by achieving either individually or as part of a team • Displays commercial interest/acumen • A willingness to work flexibly with a flexible, 'can-do approach' • Show initiative where necessary to meet the needs of QAA • Demonstrates the highest standards of personal conduct, honesty and integrity that inspires trust and confidence • To ensure the image of QAA is represented in a positive, helpful and professional manner • Highly motivated and able to work under pressure • Confident and self-motivated • Critical reflection and continuous improvement • Ability to demonstrate understanding and apply our workplace values 	
Location	<p>We have offices in Gloucester, Glasgow and London, as well as offering employees the opportunity to work flexibly from home. Limited national and international travel required.</p>	

*A: Application; I: Interview; E: Exercise

Date: May 2022