

HR Team is currently seeking to recruit for the following position:

Business Development Executive

About HR Team

HR Team offers employment law and strategic human resource services to employers in Northern Ireland, Ireland and the UK.

About The Job Role

Job Title: Business Development Executive

Contract Type: Permanent

Hours of Work: Full-Time

Salary: Negotiable and depending on experience

PURPOSE OF JOB ROLE

Due to continued expansion and growth, HR Team requires a Business Development Executive to develop new business, retain current business and contribute to bringing the company's new products to new and existing markets. The successful candidate will manage client relations by providing a first point of contact service for any queries, both internally and externally and ensure that these are dealt with in an efficient and solutions based way.

Your expertise in the following areas will be required:

Business Development

1. Devise an effective business development strategy taking into account the business targets, and review this on a monthly basis with the Directors.
2. Ensure that client and market requirements are reflected in the business development strategy , so that all sales and marketing activities are relevant.
3. Ensure relationships with existing customers and potential synergies are maintained and developed.
4. Ensure all incoming enquiries from existing and potential clients are responded to accordingly.
5. Devise proposals for prospective clients; and visit them at their premises to discuss our service where applicable.
6. Identify new markets and business opportunities.
7. Complete and follow up on competitor analysis on a regular basis.
8. Act as a contact between the company and its existing and potential markets.
9. Negotiate the terms of an agreement and close sales.
10. Organise regular events for HR Team to which prospective and existing clients would attend.
11. Attend networking events on behalf of HR Team. For example events organised by Chambers of Commerce and any other organisations/bodies.
12. Represent HR Team at any necessary sector specific events (HR and Employment Law).
13. Represent HR Team at trade shows and exhibitions.
14. Conduct client and prospective client visits at their premises.
15. Deliver training workshops and prepare training materials and slides, corresponding with attendees and follow up.
16. Represent the company at trade exhibitions, events and demonstrations.
17. Review your own performance, aiming to meet or exceed targets.
18. Gain a clear understanding of clients' businesses and requirements.
19. Report progress against targets to the Directors on a weekly basis.
20. Liaise with HR and Employment Law Consultants to stay abreast of services provided.

Client Retention

21. Devise a strategy to ensure that our clients receive regular contact to enhance their overall customer experience. Contact should be proactive and not reactive and focused on the building of strong relationships.
22. Ensure that client queries relating to all of our services are addressed within the timeframes outlined in our procedures.
23. Liaise with our technical team for HR Software client queries, ensuring that clients are able to use their software to its highest potential.
24. Respond to all enquires that come through the company's website and telephone.
25. Manage the quotation process in an accurate and timely manner in line with customer expectations.
26. Ensure all internal databases are updated within the required timeframes.
27. Ensure full accuracy and attention to detail in relation to all interactions with internal and external customers.
28. Liaise with the company's finance department where required.
29. Arrange webinars for existing clients and ensure that they are aware of pertinent dates.
30. Ensure service standards for HR Team clients are to a high standard and in line with the company values.
31. Liaise with the company's marketing department in relation to marketing materials and content.
32. Execute the personal training plan provided by HR Team. Pursue personal development of skills and knowledge necessary for the effective performance of the role.
33. Pay attention to detail at all times when devising/revising documents, writing emails and communicating with clients. Always double check your work before sending to a client.

Management and Administration of own caseload

34. Ensure the HR Team customer relationship management system is updated.
35. Work as a team to support the office in relation to a client filing system so that files can be easily accessed.
36. Log daily calls from clients and prospective clients.
37. Ensure that a strong commercial understanding is always demonstrated to our clients.
38. Answer all calls that come through to the HR Team Office in a professional and courteous manner. Ask the client fact finding questions in relation to their specific case or query (such as the length of service and protected characteristics of any employee case).
39. Pay attention to detail at all times when devising/revising documents, writing emails and giving advice to clients.

Continuous Professional and Personal Development

40. Read up on relevant employment case law where relevant as this assists greatly when speaking with existing and prospective clients. Pursue personal development of skills and knowledge necessary for the effective performance of the role.
41. Take part in any training and education that is required for the employment law field, so that you can stay abreast of employment law and best practice developments.

THE PERSON

Essential Criteria:

- Experience in business to business sales
- Experience in business to business client management.
- A basic understanding of a consultancy business
- The ability to build strong client relationships.
- Good problem solving skills
- Strong organisational and administration skills
- High level of computer literacy including experience of Microsoft packages
- Excellent interpersonal skills
- Excellent written skills with a high attention to detail
- Excellent telephone manner
- Ability to work under pressure and to strict deadlines in a fast paced environment

- Ability to work as part of a team but also to your own initiative

Desirable Criteria:

- Knowledge of HR and employment law

Key competencies required for the role

- Client First, always
- The ability to work in an efficient and timely way
- A solutions based attitude
- High attention to detail
- The willingness and ability to continuously develop skills and knowledge
- Strong Commercial Focus

How to Apply:

To apply for this position, please send your CV outlining how you meet the criteria, your current salary and when you would be available to commence employment, to sally@hrteamservices.com before **Friday, 11th March 2022 at 5.00pm.**