

Job title:	Business Development Officer
Reports to:	Operations Manager/CEO
Hours:	37.5 Hours per week – Full Time
Salary:	£30,000 per annum
Job role and purpose:	
<p>The Business Development Officer assists the Operations Manager in the development and implementation of a strategic, multi-faceted business development programme designed to promote, retain and increase the Credit Union's membership and visibility in the communities that we serve. This position will also help grow and support the Credit Union by building a Payroll Partnership Program to create and grow new personal and business accounts for the Credit Union</p>	
Main duties and responsibilities:	
<p>The main duties and responsibilities of the role are to:</p> <ul style="list-style-type: none"> • Develop opportunities to promote, retain and grow Credit Union membership • Develop opportunities to promote, retain and increase Credit Union visibility in the membership • Represent the Credit Union at local or UK wide promotional/exhibitions and networking events/functions including conferences and industry events to help increase brand visibility • Maintain a wide variety of contacts both inside and outside the Credit Union, coordinating business development activities, promoting services, exchanging information, and representing the Credit Union at civic, trade functions and professional organisations • Research businesses, individuals and staying abreast of industry trends/demographics to identify potential new clients and markets and ways to serve existing clients better • Building and maintaining strong relationships with existing payroll partners, meeting them in person as appropriate and provide regular comprehensive product/service reviews • Pursuing new business and payroll opportunities including contacting potential new clients to gauge interest and plan meetings • Prepare and deliver sales pitches to and negotiating (liaising/supporting CEO) business terms with potential payroll partners including developing service level agreements with new and existing partners. • Meeting sales/revenue targets to deliver business growth • Promote Wolverhampton City Credit Union at every opportunity and raise its profile across the membership common bond. • Resolve issues efficiently and in a timely manner • To assist with and provide support to other projects and activities as and when required • Ensure that all information and transactions regarding Credit Union members are kept confidential and up to date ensuring all administration is completed. • Maintain and develop own skills, knowledge and aptitude as well as keeping up to date with Credit Union, legal & regulatory requirements and operating procedures & practices and any associated changes. • Support Operations Manager/CEO where required 	

Social Conditions

37.5 hours per week, during normal office hours which are 9.00am until 4.30pm Monday to Friday. Flexibility in this role is essential and will be required as the post holder will need to travel across the UK to visit payroll providers and attend events/functions on behalf of the business. Attendance at evening meetings, events/functions (some held at weekends) may be required on occasion.

Health and Safety

Comply with the Health and Safety at Work etc. Act 1974

Take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

Equality and Diversity

Always carry out their responsibilities in line with Equal Opportunities Policy and Procedure.

Confidentiality

Maintain confidentiality of information relating to members, staff, and other users of the services in accordance with the Data Protection Act 2018 and GDPR regulations including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

General

This job description is not intended to be exhaustive. You may be required to perform any other duties as the organisation may require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the employer's organisation and interests.

Conditions

All offers of employment are conditional on you demonstrating your eligibility to work in the UK. Offers are also conditional on receipt of a minimum of two satisfactory references, covering at least the last three years of employment, with any gaps in employment history being explained satisfactorily. Whether references are deemed satisfactory is at the discretion of the organisation.

Convictions

During the recruitment process, we will ask job applicants to disclose any unspent convictions but will not ask job applicants questions about spent convictions, nor expect them to disclose any spent convictions, unless the job is exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. If the position is identified as being exempt, the applicant will be required to undergo a DBS check, and this will also form a condition of employment. Please note that a credit check will be conducted after an offer of employment has been extended.

Person specification:		
Requirement	Essential	Desirable
Education	<ul style="list-style-type: none"> - GCSEs at grade 9 to 4/A* to C in English and Maths - Bachelor degree in Business Administration, Marketing, Finance or a related field. 	<ul style="list-style-type: none"> - Professional certification in business development or related area.
Knowledge required	<ul style="list-style-type: none"> - Proficiency in MS Office applications 	
Experience required	<ul style="list-style-type: none"> - Minimum 5 years of experience in Business development preferably within the financial services or credit union sector. - Proven track record of successfully developing and managing B2B (Business to Business) relationships and achieving sales targets. 	
Skills and aptitude required	<ul style="list-style-type: none"> - Good written and verbal communication skills - Excellent interpersonal skills - Effective time management, organisation and ability to multi-task - Attention to detail - Be a team player and supportive to CEO and colleagues 	
Personal qualities	<ul style="list-style-type: none"> - Self-motivated - Willingness to learn 	
Practical circumstances	<ul style="list-style-type: none"> - Own transport with business insurance - Flexibility to work evenings/weekends as required. 	
<p>Please note that all applicants must have the right to work in the UK. A full UK driving license is essential. The role may be subject to DBS checks.</p>		