

POSITION:	Business Development Executive (Maternity Cover)
EMPLOYER:	Northern Ireland Chamber of Commerce and Industry (NI Chamber)
RESPONSIBLE TO:	Head of Business Development
LOCATION:	40 Linenhall Street Belfast BT2 8BA / Home working
SALARY:	Excellent, plus benefits

This is an excellent opportunity for a talented professional to join Northern Ireland's leading business development and networking organisation. Subject to performance this position may become permanent at the end of the fixed term.

Northern Ireland Chamber of Commerce (NI Chamber) was established in 1783 and is now an award winning, quality assured, customer focused membership organisation. It is also a well-known network for business with a membership of 1,200 businesses representing over 100,000 employees. It includes Corporates, SMEs, Micro businesses and sole traders with membership coming across every area of business including manufacturing, IT, financial services, agri-foods and the professions.

OUR PURPOSE AND VISION

NI Chamber's role is to enable members to grow their businesses locally and internationally and drive the development of the economy. We are committed to building a private sector global network that is cohesive and working alongside Government to grow export. As an accredited member of British Chambers of Commerce, and member of the British Irish Chamber, International Chambers of Commerce and World Chambers Federation we are linked to the world wide chamber network.

Our award winning Chamber team is committed to customer service and the commercial success of our members.

OUR VALUES

Respect - Consideration and trust, flexibility; shared goals; supporting and learning from each other; open communication

Excellence - Personal accountability taking ownership; enthusiasm/passion/drive/energy

Innovation - Adaptability; challenges processes; benchmarking; self-learning and personal development

Customer Centric - Integrity; commitment; creating trust; awareness of competitors; ownership and interpersonal skills

SERVICES AND EXPERTISE

NI Chamber is recognised for helping businesses grow in the following ways:

- Networking and events - hosting over 70 events per annum with over 6,000 delegates attending in person and online
- Build members brand through multiple platforms
- Business Support programmes including business growth, export and meet the buyer events.
- Export documentation service and training.
- International Trade and Customs Services and Training
- Information and sign posting.

Northern Ireland Chamber
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40 Linenhall Street
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Company Reg: R78 Vat No: 254 4276 58

- Expert knowledge in business growth strategies, international networks, funding and finance.
- Quarterly Economic Survey – support lobbying.

As a key player in the Northern Ireland business support continuum, NI Chamber has a portfolio of services to help members enhance their brand, build networks, learn from others, grow their business and export their products and services. It includes a business information service which sign posts businesses to sources of support provided by other organisations such as Invest NI and the Technology Strategy Board. With a high media profile, NI Chamber is also well connected in Government and with a wide range of key influencers and has a strong Board and Council.

Accreditations

NI Chamber has established itself as quality organisation and holds the following quality accreditations:
 British Chambers of Commerce Accreditation (achieved 2010 and retained to date)
 Investors in People Gold Award (upgraded in 2015) *
 ISO 9001: 2008 Quality Management (achieved 2011 and retained to date)
 Customer Service Excellence (achieved 2011 and retained to date)

*The NI Chamber is one of the few organisations in Northern Ireland to have achieved Investors in People Gold Standard accreditation which reflects their commitment to the ongoing development of their people.

Our people

NI Chamber is committed to the professional development of all of our staff to ensure that everyone can perform at their best and grow professionally in their roles. We provide induction and ongoing training and development and actively seek opportunities for staff to develop new skills and take ownership of projects and initiatives, helping our people to fulfil their career aspirations.

Job Specification

Reporting to the Head of Business Development you will be focused on the recruitment and retention of members across the business community in Northern Ireland through effectively presenting the benefits of membership and consistently delivering a high level of service that optimises customer satisfaction. You will also be involved in selling other services promoted by NI Chamber such as sponsorship, exhibition space and the export document service.

KEY TASKS

- Plan and deliver professional sales activity to grow membership and achieve monthly sales targets.
- Manage the allocated portfolio of members achieving member retention targets and ensuring that excellent customer satisfaction is achieved.
- Identify and contact prospective members, targeting agreed sectors and managing your sales pipeline.
- Achieve timely settlement of all membership accounts in your portfolio working closely with colleagues in Finance
- Develop in-depth knowledge of members, identifying those that could benefit from business growth support, liaising with colleagues who can provide such support and making connections on behalf of your members with other businesses or international chambers.

- Deliver opportunities for member engagement, through online channels and engagement events and proactively seek to develop new engagement opportunities informed by member preferences.
- Plan and deliver renewals activity ensuring that members are contacted regularly and fully engaged with NI Chamber.
- Manage prospect data acquisition and cleansing into NI Chamber's CRM – maintain "3-deep" contacts.
- Update member information and administration around business development tasks, ensuring the CRM is up to date and reflects all activities and agreed actions.
- Plan and deliver presentations at NI Chamber networking events online and in person.
- Proactively contribute to the Business Development Team, making recommendations and driving projects to develop new services that support membership and improve recruitment and retention.
- Attend and proactively contribute to internal meetings and working groups as agreed with the Head of Business Development.
- Contribute to communications on membership offers, services and benefits to new and existing members.
- Proactively work with the events team to plan, attend and facilitate events relevant to specific member groups.
- Work with NI Chamber membership team to promote opportunities for members to upgrade to higher levels of membership where the pertinent criteria is met.
- Update and maintain personal knowledge across all NI Chamber products & services, key business issues affecting Northern Ireland and maximise opportunities for personal & professional development.
- Perform duties to the standards laid down in specific quality standards such as ISO 9002 procedure as per NI Chamber's procedure manual
- Assist in the delivery of the overall NI Chamber strategy
- Undertake any other duties required, as directed by the Head of Business Development and the Chief Executive of the NI Chamber

KEY MEASUREMENTS

- Achieve Income targets for membership subscriptions
- Achieve new business sales targets
- Achieve retention targets
- Achieve targets for timely settlement of accounts in your portfolio
- Increase member satisfaction levels
- Encourage engagement through utilisation of services
- Promote upgrades to higher membership packages where appropriate criteria is met.

Person Specification

PROFESSIONAL CRITERIA

1. Proven track record of target achievement over a minimum of 2 years in Sales or Business Development in a B2B environment.
2. Customer focused with a track record delivering positive customer engagements.
3. Evidence of ability to manage payments and collections in a timely fashion.
4. Excellent presentation skills
5. Evidence of well-developed business network.
6. Competence in using MS Office MS Teams and Zoom
7. Educated to degree level or equivalent (Desirable).
8. Professional Sales qualification or certified training (Desirable).
9. Experience of Microsoft Dynamics CRM (Desirable).

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PERSONAL CRITERIA

1. Excellent customer service skills.
2. Excellent interpersonal and communication skills, with the ability to build effective working relationships.
3. Driver's license and access to a car insured for business use.
4. Excellent time management and organisational skills.
5. Excellent verbal and written communication skills.
6. Ability to work to deadlines and targets.
7. Excellent attention to detail.
8. Ability to manage multiple priorities and tasks simultaneously.
9. Willingness to work flexibly with a helpful "can do" attitude.
10. Experience of corporate level Business Development. (Desirable)
11. Understanding of the NI Chamber environment and key objectives.(Desirable)

Application Process

Please submit your CV with a covering letter outlining how you meet the criteria by email to valerie.mcconville@northernirelandchamber.com

Key Dates

Closing date for applicants – Wednesday 21st April 2021 at 12 noon

Successfully shortlisted candidates will be invited to attend a first stage telephone interview

For further information contact – Valerie McConville