



Business Development Administrator

The main purpose of this role is to support the Business Development Team by administrating the sales & business of 3B Training across the region making sure clients are serviced and expectations are met.

Administrative Duties

- Work with the Business Development Team to identify clients that could become key accounts and help develop them
- Support the regional venues in respect of access for trainers, deliveries, audits and invigilations
- Call current and prospective clients to gain training contacts and information
- Update CRM with training contacts/delegates details
- Respond to incoming public enquiries with available dates/prices
- Liaise with internal/external tutors (availability/course confirmations/PO Numbers)
- Ensure all clients and delegates are advised correctly on the courses they require
- Aftercare delegates and clients to help promote increased spending
- Support the Business Development Team in the completion of tenders
- Help provide quotes against opportunities derived from website and ensure logged accurately on CRM
- Communicating with customers regarding open course dates, offers, discounts & promotions
- Have a detailed understanding of the courses we offer in order to advise clients
- Advertise/connect with relevant industry contacts on LinkedIn
- Update CRM with IHT/Broker admin after courses
- Support Senior Leadership team with general Sales Administration and Reporting

Partner Providers

- Have good day to day relationships with third party providers in your region
- Ensure partner/3B procedures are adhered to
- Ensure any new partners have completed supplier forms/quality checks

General Duties

- Ensure the CRM is updated in line with company guidelines
- Ensure excellent customer service is given by all team members
- Understanding basic scheme rules for accrediting bodies and ensure they're followed at all times
- Ensure you and your team follow all company policies and procedures
- Practice, enforce and encourage the 3B 3Bs (Be smarter, be honest, be your best)



- Oversee the general running of your venue including opening and closing, meeting learners, making sure the course materials are available, training rooms are set up and kept clean and tidy ensuring the overall customer experience is a positive one.

Key Competencies

- Experienced in using MS Office Suite including Excel & Word
- Highly organised and self motivated with ability to manage own workload and work to deadlines
- Pro active and confident on the telephone
- Exceptional customer service
- Excellent written and verbal communication skills and able to communicate effectively via telephone, email and face to face with customers
- Critical thinker
- Enthusiastic and a team player
- Understanding of training industry
- Some business acumen
- Hold a valid UK driving licence in order to travel for the needs of the business