



Business Development Administrator

3B Training is a multi-accredited training provider delivering health and safety training courses across the UK and online. We predominantly target businesses within the UK construction industry, offering high-quality courses which can be delivered in a range of formats.

We pride ourselves on being a genuinely great place to work and aim to be world class in everything we do! We live by our core values which are Be Your Best, Be Smarter and Be Honest.

Our employees are at the heart of our business and our ambitious growth plans make 3B Training an exciting company to be part of.

We are looking to appoint a business development administrator to support the administration of the Business Development Department.

Key Duties & Responsibilities:

- Work with the Business Development Team to identify clients that could become key accounts and help develop them, by meeting and greeting learners on courses at our venues.
- Call current and prospective clients to gain training contacts and information
- Update CRM with training contacts/delegates details
- Respond to incoming enquiries with available dates/prices
- Liaise with internal/external tutors (availability/course confirmations/PO Numbers)
- Ensuring all clients and delegates are advised correctly on any enquiries you receive.
- Inform relevant member of the Business Development Team on any opportunities you come across and support the Business Development Team in the completion of opportunities.
- Oversee the general running of your venue, opening and closing, meeting learners, making sure the course materials are available, training rooms are set up and kept clean and tidy and ensuring the overall customer experience is a positive one.
- Provide quotes as necessary and see through the opportunity process to completion, logging these on CRM system
- 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



Essential Skills & Experience:

- 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
- Enthusiastic and a team player
- Hold a valid UK driving licence in order to travel for the needs of the business

Desirable Skills & Experience:

- Understanding of training industry
- Understanding of the construction industry
- Understanding basic scheme rules for accrediting bodies

To apply for this role, please email your CV to the email address below, or contact Keri if you have any questions about the position.