**Contract:** Permanent, full time (35 hours per week)
**Based at:** Chesterfield, Derby, Nottingham or Leicester with agile working. Additional travel required

**Salary:** £35,000 per annum plus commission (see commission terms)

**1. MAIN PURPOSE OF THE ROLE**

Responsible for building and maintaining relationships with the Chamber’s Strategic Partners, Patrons and Sponsors including overseeing the delivery of their agreements, ensuring a consistently high standard of engagement, satisfaction, and retention.

To work closely with colleagues across all departments to ensure agreements are delivered on time, recorded accurately, and fully evaluated – strong communication and coordination skills are key.

To grow commercial engagement – identifying and matching members with relevant opportunities, building trusted relationships, and upselling where appropriate.

A commitment to exceptional customer service underpins every part of this role.

**2. POSITION IN ORGANISATION**

* Reports to the Head of Commercial Partnerships.
* Day-to-day liaison with Directors, Marketing, Policy, Media, Accounts, Membership and the Senior Management Team.

**3. DUTIES AND KEY RESPONSIBILITIES**

* Manage a set number of partners and sponsors in the delivery and execution of their agreements.
* Drive new business revenue from a selected number of Chamber members.
* Maintain regular communication with key contacts within each organisation, addressing their needs, keeping them informed of relevant Chamber updates, and strengthening the relationship.
* Collaborate with colleagues across departments to ensure the timely delivery of commercial and partnership assets as well as gathering supporting evidence.
* Evaluate media value and financial return on investment to demonstrate impact.
* Proactively identify and present upselling opportunities during regular client update meetings, ensuring continued growth and long-term value for both the Chamber and its partners.
* Develop a tailored Account Action Plan for each client, building this into the renewal process including carrying out a personal renewal with an upselling target.
* Manage a portfolio of up to 100 high-potential members, identifying relevant commercial opportunities that align with their business goals. This will include researching compatibility, initiating contact, presenting tailored proposals, and ultimately upgrading their membership into commercial.
* Identify new business opportunities through traditional sales methods.
* Once a commercial agreement is secured, manage the account end-to-end – ensuring all agreed deliverables are fulfilled and the client receives maximum value from their investment.
* To carry out any other reasonable duties as directed.

**4. PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge*** Commercial practices best practice
* Understands the Chamber and its member businesses
* Aware of the business support landscape in the geography
* Key account management strategies
 | essentialessential | desirabledesirable |
| **Experience*** Undertaking pro-active sales, demonstrating new business and retention
* Approaching and developing relationships with senior business leaders across all sizes of business
* Successful track record of maximising commercial opportunities
* Collaborating across different teams within an organisation to secure great results
* Working with different business communities
* Relationship management with a variety of different stakeholders and at all levels within an organisation
* Maximising the use of CRM and data to improve marketing and communication and sales
* Strategic thinking and analytical abilities to develop and execute account plans
* Ability to build and maintain relationships with key stakeholders at all levels
 | essentialessentialessentialessentialessentialessentialessentialessential | desirable |
| **Qualifications*** Educated to degree level or equivalent experience
* Relevant professional qualification in sales, marketing, or similar field
 | essential | desirable |
| **Skills and abilities*** Sales generation and upselling services
* Strong relationship management (building and maintaining)
* Excellent management skills, innovation and productivity focused
* Strategic planning
* Great communication (written & oral skills)
* Good presentation skills
* Strong skills in data entry, analysis and knowledge of CRM’s
* Excellent IT literacy
* Be methodical, detail orientated, organised, creative and resourceful
 | essentialessentialessentialessentialessentialessentialessentialessential | desirable |
| **Personal attributes*** Ability to work to and exceed set targets
* Takes responsibility
* Celebrates and is proud of success
* Supports others and works well with a team
* Creative and challenges tradition
* Must be dependable and reliable
* Must be able to exercise tact and diplomacy at all levels
* Must be able to work under own initiative
* Full driving licence (able to drive in the UK for business purposes)
* Access to own transport
* Willing and able to travel across the geography
* Must be prepared to work flexibly in terms of working hours
 | essentialessentialessentialessentialessentialessentialessentialessentialessentialessentialessentialessential |  |

**5. ADDITIONAL INFORMATION**

This role is eligible to participate in the Chamber’s agile working policy but must operate onsite more frequently than the policy minimum – operating from Chamber offices regularly to build/maintain relationships and their understanding, along with attending events and visiting customer premises throughout the geography.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_