

**Name:**

**Department (and Section where appropriate):** Membership & Training – Training Section

**Grade:** G2

**Job Title:** Learning & Development Account Executive

**Immediate Line Manager (Job Title):** Training Manager

### **Job Purpose**

Assisting the Learning & Development Account Manager in business development and the promotion of Campden BRI's tailored training, leading to profitable sales of training activities.  
Effective relationship building and management with clients' HR and other key training/L&D staff.

### **Main Duties (including % of time spent)**

- Business development and promotion of tailored training to generate profitable income 30%
- Progress chasing tailored training enquiries and updating CRM database 25%
- Coordinating effective delivery of training Academy activity 20%
- Account management of selected clients 15%
- Supporting the Learning & development Manager in identifying new opportunities and clients 10%

### **Knowledge, Skills & Experience**

- A business qualification or demonstrable experience in a commercial and/or training environment
- 2 years' experience in a Training/Learning & Development role and/or business account management role
- Ideally with experience of the food and drink industry but not essential
- Commercially aware and proactive, with business or customer development skills
- Excellent communication skills
- Self-starter, motivated
- Able to deal with changing priorities
- Effective time management skills to deliver against business goals
- Confident negotiation skills
- Intermediate or above computer skills (Microsoft packages) and experience of Client Relationship Database
- Excellent organisational skills with an ability to work to deadlines and under pressure

### **KEY TASKS & RESPONSIBILITIES**

#### **1. Communications**

- Excellent written and verbal communication skills for client facing communication
- Make presentations to internal and external audiences to promote training activity
- Proactive interaction across organisation, upwards and downwards
- Liaise with cross departmental staff in responding to clients' enquiries and delivery of training programmes.
- Proactively promoting training services at networking events.
- Effective relationship management/building and use of questioning skills to establish requirements and needs.

**2. Analytical Skills & Creativity**

- Ability to think creatively when targeting & promoting activity for training events
- Ability to spot business development training opportunities and to follow them through
- Ability to be creative and proactive in terms of lead generation
- Use of problem-solving skills to identify training solutions within client budget and to optimise resources

**3. Management of Activities**

- Strong organisational skills and ability to recognise and meet deadlines
- Co-ordination of client training projects Communication of information to internal/external clients and suppliers
- Identification of promotional opportunities for Campden BRI training through desk research, client feedback, networking events and 1:1 interaction with clients and staff.
- Logging and recording of contacts, enquiries and other relevant data
- Meet agreed targets identified via the business development plan for tailored training
- Respond to clients in a timely manner (as per Service Level Agreement)

**4. Management of People**

Head of Department – Training Manager - **Job Holder**

- No direct reports, but expected to work as part of a multidisciplinary team
- Proactive in ongoing self-performance improvement and development
- Ability to advise and influence colleagues upwards and downwards

**5. Management of Finance & Resources**

- Reviewing and reporting on academy training programmes to assess if they are being delivered on time and profitably
- Ensuring CRM/Pipeline is up to date to assist in monitoring tailored training sales and conversions
- Commercial awareness to ensure efficient use of resources

**6. Autonomy & Accountability**

- First six months largely working under the supervision of the line manager but thereafter the job holder's autonomy will move to working on their own initiative in line with Line Manager requirements
- Responsible for managing own workload in order to meet pre-agreed deadlines and consistency of delivery.
- Assisting in the planning and coordination of the business development plan for corporate and tailored training.

**7. Working Environment**

- Primarily Chipping Campden based but requirement for travel in the UK as well as abroad.

**8. Other designated job roles** (Please tick those applicable)

Quality Co-ordinator  
 Safety Co-ordinator  
 First Aider  
 First Aid Leader  
 Fire Officer  
 Fire Leader  
 Software Co-ordinator  
 Trained internal Auditor  
 Equipment Officer  
 Departmental Archivist

Hygiene Manager  
Process Hall Manager  
Event Director  
Risk Assessor  
Biological Safety Officer  
Safety Representative  
Safety Committee Member  
Sample Receipt Steward  
Authorised Driver (in line with Car Policy)

**DSE User**

**Manual Handler**

**Signed & Dated**

Job Holder ..... Date .....

Line Manager ..... Date .....