

Job Title Business Development Executive

Business Unit PDR

Location Birmingham

Job Role

GVA Grimley is looking to recruit a high calibre Business Development Executive/Relationship Manager to support the management of a wide range of key public sector framework contracts. The successful candidate will play a critical role building upon existing client relationships whilst identifying and pursuing new business development opportunities. Responsibilities for this newly created role will include maximising client growth, ensuring client satisfaction and developing and maintaining the GVA Grimley brand and reputation.

Key Responsibilities

BUSINESS DEVELOPMENT

- Support the Directors to ensure that an account-centric plan is developed, implemented and measured against set KPI's
- Understand the Business Plan and client business priorities
- Report on account performance
- Understand client strategies, issues, cultures, and challenges and assess how these might affect future business opportunities
- Stay informed of current market conditions and the impact on the client
- Help build a strong internal network with other team members working for public sector clients
- Use a consultative approach to demonstrate the desire to maximise client growth and profitability
- Account Development - Identify potential opportunities to provide additional services to the clients
- Market research, segmentation & targeting through various campaigns for identifying business opportunities
- Skilful negotiation to create the best outcome possible for all parties involved

CLIENT RELATIONSHIP MANAGEMENT

- Understand, contribute and ensure the Company benefits from long term partnering relationships
 - Meet with clients to gain knowledge of their expectations, issues and challenges
 - Establish and maintain effective relationships with key client contacts
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- Build and nurture positive working relationships with clients with the intention to exceed client expectations
- Implement and maintain a client relationship plan and appropriate quality plans
- Promote client attendance at events and seminars

CLIENT SATISFACTION

- Monitor client satisfaction and feedback on service delivery, facilitate improvements as needed, develop action plans and manage to execution
- Manage expectations of service delivery
- Communicate client feedback on service delivery to key members of the Company in a timely manner
- Continuously stay aware of potential client problems, needs, strategies and critical success factors
- Be responsible for recommending and facilitating process improvement within the Company
- Based on the client requirements and the relevant Company business plan, pro-actively communicate with the client's senior management

Background Experience

- Degree educated (Preferably within sales, marketing or communications)
- Related work experience, ideally in a professional services organisation
- Strong written and verbal communication skills
- Strong business acumen
- Knowledge of account management and relationship tools and processes beneficial
- Experience of working with clients at all levels in the organisation
- Property knowledge not essential however the candidate must show a willingness to learn and develop sector and specialist knowledge
- Preferably experience of public sector framework contracts and general partnering relationships.

Personal Qualities

- Professional, confident, outgoing, a strong management presence
 - Problem solving and negotiation skills
 - Strong drive for results and success
 - Ability to influence and persuade to achieve desired outcomes
 - Ability to demonstrate a strong commitment to exceptional service
 - Proven ability to work in a team
 - Ability to work effectively under pressure
 - Ability to organise and prioritise workload
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Employee Benefits

Flexible Benefits Package, including:

- 25 days holiday
- Permanent health insurance (50% of salary up to retirement)*
- Whole Life Insurance (3 x annual salary)

Options to make tax and NI savings on the purchase of bikes, insurance, mobile phones, childcare vouchers and other products.

Additional benefits:

- Profit related bonus (discretionary and not guaranteed)
- Car Allowance
- Option of season ticket loan**
- Pension

* Entitled to benefit after 12 months employment with the Company

** Entitlement of benefit subject to the successful completion of employees' probationary period

Contact Details

Please contact Rebecca Wright on 0121 609 8144 or rebecca.wright@gvagrimley.co.uk for more information about this role, or if you would like to submit a CV.
