



Job Description

Job details:

Job Title: **Business Development Advisor**

Department: Commercial > Sales

Reports to: Sales Manager

Job Purpose:

To engage in sales activities to secure future business for the organisation and promote NQA's services.

Key Responsibilities include:

- To deliver develop excellent customer relationships with both new and existing clients, Assessors and consultants to achieve monthly and annual sales targets.
- Liaising with clients and ensure excellent customer service is provided for all products and services as appropriate.

Dimensions:

Reporting – the post-holder reports to the Sales Manager, but will operate with a strong degree of autonomy.

Line management – there are no direct line management responsibilities. The post-holder will also work closely with:

- Sales team – to ensure sales targets are achieved
- UK Marketing team – to ensure NQA services are marketed effectively
- Training team – to ensure accurate and regular promotion and selling of courses
- Wider NQA Operations Team – to ensure client expectations are met and exceeded

Budget – the post-holder has no budgetary responsibility

Location – the post is based at NQA's UK head office (Dunstable) with occasional requirements to travel in the UK. There is a degree of flexibility with regards to work location, to be discussed with Line Manager.

Key Duties and Responsibilities:

Day-to-Day

- To achieve individual and team sales targets including Certification, Training Targets and support colleagues to achieve their sales targets set by the Commercial Director.
- To complete activities in line with sales and marketing campaigns as and when required by the Sales Manager.
- To build positive relationships with new and existing clients to increase initial revenue and retention revenues.
- To record all sales leads and activities in NQA's chosen CRM tool in line with the sales team process.
- To build positive relationships with new and existing consultants to increase number of quotes and sales conversions.
- To support the Sales Manager with exhibitions and events when necessary within the UK.
- To engage with new and existing clients to increase the client base.
- To maintain accurate records of all enquiries, sales and transactions using salesforce.com system.
- To carry out general administration duties associated with the role.

Person Specification:

Essential

Desirable

Experience in meeting and exceeding sales targets.

Ability to work well under pressure

Highly motivated and target driven

Demonstrable understanding of the market in which NQA UK operates

Ability to prioritise workload and meet challenging deadlines through excellent time management skills

Excellent Customer service skills

Good interpersonal and team working skills

Excellent communication skills with ability to influence others

Minimum education to GCSE level standard or equivalent

Ability to use MS office applications (PowerPoint, Word, Excel & Outlook) and tools such as DropBox and Salesforce

Prepared by:

Date:

Amy Hazell, Sales Manager

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