

Business Development Officer

Job Description

Position Overview

Department	Business and Partnership Development & Apprenticeships
Location	Marble Quay, London / Remote based (Hybrid working in line with business need) <i>(Flexible working options to be discussed at interview)</i>
Term	Full-time; 12-month Fixed Term <i>(Part-time also considered at minimum 0.5fte)</i>
Salary Range	£30,000 to £35,000 per annum, depending on experience
Benefits	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional pension schemes, private medical insurance, season ticket loans and being part of the cycle to work scheme dependent upon length of service. Pro rata 25 days holiday allowance plus winter break 27th to 31st December (excl. Bank Holidays)
Direct Reports	None
Reports to	Associate Director, Innovation and Enterprise
Start	Immediate; June/July 2024

The Role

Northeastern University London (NU London) wishes to appoint a Business Development Officer to support the promotion of work-related programmes which include a portfolio of higher and degree apprenticeships, short courses and other non-degree, non-credit bearing offerings. This will require working with employers across all sectors as a part of workforce planning.

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Proactive and results-driven, you will help to identify and secure income generating opportunities for NU London and, where appropriate, NU's wider Global Network. It will be helpful if you have experience of apprenticeships or developing and facilitating relationships between the HE sectors and the business community.

The externally facing aspects of this role involves contact in person, via web-conference, email and on the telephone, with organisations whose relationships are highly valued by Northeastern University. Through your ability to champion, inspire and communicate opportunities for business collaboration, you will be a key appointment in NU London's external business development activities.

This role is field based and suitable for hybrid working but with a need to travel within the UK and attend the London-based office when required.

Duties and Responsibilities

- Supporting the Business Development Professionals and wider Business Development Team with activities to grow the University's customer base.
- Generating new leads by researching organisations with needs aligned to the University's expertise and targeting these organisations.
- Identifying business needs and issues aligned to workforce planning and lifelong learning, facilitating business liaison and business development activities with the objective of turning prospects into income generating projects.
- Support with delivering engagement activity including in-person events, employer roundtables, webinars and similar.
- Take a proactive approach to prospect communications including outbound enquiries, following up on communications and being highly responsive to in-bound enquiries.
- Carry out key administrative duties related to business development including keeping information on supplier portals up to date, tracking progress of new business through the sales pipeline and managing shared inboxes.
- Support the promotion of work-related offerings as required including attending events, working with partners and via digital channels.
- Record keeping and reporting across all activity including employer engagement, income generation data and targets on a regular basis.
- Support growth in income arising from apprenticeship opportunities.
- Work with the operations team to support prospective employers and apprentices through their onboarding journey, including ensuring that apprentices/learners and the associated administration complies with the quality assurance processes for NU London, OfS, Ofsted, Ofqual and ESFA
- Help ensure evidence packs for apprentices/learners are complete and accurate in accordance with the ESFA and Data Protection regulations, particularly in respect of contracts and eligibility/registration requirements.

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- Have a full professional knowledge of the requirements for learner academic and pastoral support, ensuring an understanding of NU London systems and services for delivery: dealing with correspondence and maintaining confidential files.
- Attending relevant training as required
- Any other duties commensurate with the level of responsibility of this post in support of the Director of Business and Partnership Development & Apprenticeships or their nominee, for which the post holder has the necessary experience and/or training.

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

About Business and Partnership Development & Apprenticeships

The Business and Partnership Development & Apprenticeships section of NU London is dedicated to designing and delivering work-related learning throughout the UK and internationally. The majority of the team largely work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The team currently delivers a growing portfolio of work-related learning in the form of apprenticeships, online degrees, Skills Bootcamps, and other short course offerings, all aligned to digital transformation, data science, artificial intelligence, and project management.

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Person Specification Criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

- Honours degree or equivalent professional or vocational qualification and/or business development experience [E]
- Recognised qualification in sales or digital marketing [D]
- Highly personable with an aptitude to build relationships with industrial partners [E]
- Experience of building relationships in the HE or FE sector and/or the business community [D]
- Excellent communication skills including ability to write engaging emails and hold consultative client meetings [E]
- Strong project management skills with exceptional organisation and time management, demonstrating an ability to work flexibly and to deadlines while maintaining a high level of accuracy and attention to detail [E]
- Creative approach to problem solving, to identify new opportunities and routes to engagement [D]
- Experience in the use of database and management information systems, with an ability to create records, and to extract and report information as required [E]
- Understanding of administrative requirements of apprenticeship programmes, ideally within Higher Education or within Further Education [D]
- Experience of organising events [D]
- Able to work without close supervision and with autonomy, using own initiative, [D]
- Ability to work collaboratively as a team member, being flexible and adaptable, and with a willingness to embrace change [E]
- High degree of professionalism and personal integrity; ability to exercise complete discretion and maintain confidentiality [E]
- Excellent record keeping and maintenance, with awareness of Data Protection and GDPR [E]
- Competent in the use of IT, especially MS Office [E]
- Willingness and capacity to undertake continuous professional development [E]

Additional Information

Enquiries

Informal enquiries may be made to Hannah Sullivan-Guckian (<mailto:hannah.sullivan-guckian@nulondon.ac.uk>). However, all applications must be made in accordance with the application process specified.

Application process

Applications should be made via [this link](#) by 23:59 on **09 June 2024**. Please reference your application “**BDO0524**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **17th June 2024**

Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

Job sponsorship

Please note that this role is not eligible for visa sponsorship.