



Post: eduFOCUS Limited
18 Deben Mill Business Centre
Woodbridge
Suffolk
IP12 1BL

Tel: 01394 775 250
Email: info@edufocus.co.uk
Web: www.edufocus.co.uk



Full Time Vacancy: Business Development & Relationship Coordinator

eduFOCUS has an excellent opportunity for a Business Development & Relationship Coordinator to join our small, vibrant, and friendly team. This is a new position that is being created to support the growing client base for EVOLVE, our market leading cloud-based management system used by more than 20,000 schools and colleges across the UK and beyond. The position will be based at our Woodbridge (Suffolk) office and will focus on developing and implementing strategies to build and maintain relationships with existing and potential new clients.

eduFOCUS is an established small business that retains the collaborative and supportive feel and culture of a startup. Everyone in our team works closely together sharing ideas and assisting each other in different areas of the business. The successful applicant will be an enthusiastic team worker that is well organised, self-motivated to work with minimal supervision, able to handle several tasks simultaneously, and a confident communicator.

eduFOCUS adopts a "Total Rewards" approach to rewarding team members that includes competitive salaries, generous annual leave allowances, an employer contribution pension scheme, a relaxed and informal office environment, opportunities for career diversity and progression, comprehensive industry and product training, team member social events calendar, and more.

We are looking for candidates that are the "right fit" for our small and successful team, and as such the precise details of the position can be molded so that it is an excellent opportunity for business school graduates looking to embark on an exciting new career, or those with extensive previous experience of similar work, and anyone in between.

Key points:

- ✓ Full-time permanent contract
- ✓ Salary £25,000-£30,000 per annum
- ✓ 28 days annual leave + Bank Holidays
- ✓ 35 Hours (Monday – Friday)

If you think that you might be the "right fit" for eduFOCUS and this position, then we would love to hear from you. Simply send us your CV and a letter of application outlining why you think that you would be a "good fit".

Please send a letter of application and CV to jobs@edufocus.co.uk

Closing date: Friday 8th July 2022



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Job Description

Job Title:	Business Development & Relationship Coordinator
Work Base:	Woodbridge Office
Line Manager:	Operations Manager
Job Purpose:	To develop and implement strategies to build and maintain relationships with existing and potential new clients.
Key Responsibilities:	<ol style="list-style-type: none">1. Conduct Client Annual Reviews (CARs) via phone/email/MS Teams and maintain appropriate records on company's electronic Customer Management System (eCMS).2. Notify relevant colleagues of potential training or sales opportunities arising from CARs.3. Ensure additional support requests & outstanding queries are passed to colleagues and follow up accordingly.4. Assist with smooth delivery of service from initial sales enquiry to adoption of service and beyond.5. Provide telephone and email support for existing clients and prospective clients (technical and other).6. Collate and distribute product information/documentation to existing & prospective clients.7. Setup new clients on eCMS. Book appointments where required.8. Liaise with colleagues and clients to arrange product demonstrations and trials.9. Complete administrative tasks related to implementing new orders, renewal orders and client invoicing.10. Create and publish marketing materials.11. Perform data input/management tasks.12. Assist Company Directors as necessary.13. Support, and provide cover as required.
Hours of Work:	35 Hours (Monday – Friday)
Remuneration:	£25,00 (rising to £30,000 after successful completion of probationary period)
Holiday Entitlement:	28 days + bank holidays
Contract Type:	Full-time - permanent



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Personal Specification: Business Development & Relationship Coordinator

		Essential	Desirable
Personal qualities	Excellent written communication skills Excellent verbal communication skills Attention to detail Willingness to help others & learn new tasks Quickly incorporate new ideas/information into working practices Good time keeping Ability to prioritise Flexible, cheerful and committed approach to work Effective problem solving abilities	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Personal competencies	Personal commitment to quality and excellence Ability to relate to colleagues and customers in a positive and constructive way Resilience to working in an ever-changing dynamic environment Ability to work effectively as part of a team Demonstrate empathy, anti-discriminatory behaviour, and understanding of service users needs Trustworthiness. Willingness to travel to events where required	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ability to perform certain tasks	Excellent keyboard skills Managing & prioritising emails Using Microsoft Office Computer literate Writing documents for different recipients Undertaken training in computers and software packages such as Microsoft Windows & Office Previous knowledge of office systems Previous Client Relations experience	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Work related competences	Office experience GCSE (grade C or above) or equivalent in English GCSE (grade C or above) or equivalent in Mathematics	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>