

Job Title: International Business Development Manager (IBDM)

Location: Ireland and Europe

Salary: c€33,000 + Commission

iTEC joined Vocational Training Charitable Trust (VTCT) a specialist awarding organisation (AO) in 2016. Together the AO with qualifications branded iTEC and VTCT are the current market leaders in the Hair and Beauty sectors in the UK and globally we have market recognition for employability. Both brands have been offering vocationally related qualifications, which include a range of service sectors for more than 56 years.

As a market leader in the creative industries, iTEC/VTCT has a strong commitment to its core charitable objective: the advancement of education in the UK and internationally for over 100,000 learners.

As the world changes, so too do the requirements of education and iTEC/VTCT plays a vital role in enhancing vocational education standards, championing this work in UK parliament, and other governments internationally being a voice for the education of the next generation, globally.

With a strong vision and an experienced leadership team, we have created an environment ready to embrace the challenges of a new era for the organisation. Our ambitious five-year corporate strategy gives us a strong position from which to find team players ready to join us on this exciting journey.

The successful candidate must be based in a relevant country with the right to work.

Reporting to the International Commercial Director; Principal accountabilities include:

- Developing the business, particularly:-
 - Identifying and recruiting new centres and customers
 - Increasing income through the number of registrations from existing customers
 - Developing relationships and providing customer support to colleges, training providers and professional bodies
- To achieve agreed income targets for the development of new centres and customers and increased registrations within the iTEC and VTCT **core sectors of: Hairdressing and Barbering; Beauty Therapy, Spa Therapies and Nail Services; Sport and Fitness; Hospitality and Catering; Education and Training.**
- To conduct research using primary data sources and dashboard to select relevant information to enable analysis of key themes and trends to support target achievement
- To submit a monthly report outlining customers contacted and actions identified/completed.
- To follow up enquiries and generate own leads and customer contacts.
- To represent iTEC and VTCT with regard to major Professional Bodies and Education and Standards policy initiatives, and to liaise with the Qualifications Team, assisting them where necessary.
- To visit existing and potential centres to discuss their business requirements, identify qualification solutions and champion the needs within iTEC/VTCT.
- To process and respond to a broad range of issues raised through any communication channels (in person, by Skype, Telephone, email etc.)

- To establish and maintain effective and productive relationships with customers.
- To operate exceptional customer care projecting the values of iTEC/VTCT.
- To organise and facilitate network meetings and training sessions to improve customer understanding of the qualifications, resources and services within specific sector areas.
- To feedback market, customer and competitor intelligence to the International Business Development Team.
- To support internal customers to ensure their needs are met and/or help senior colleagues manage client relationships.
- To utilise a Customer Relationship database in planning and recording visits.
- To assist in undertaking primary market research with regards to our core sectors in the country/countries of responsibility.
- To advise and assist the International Business Development Team in developing and launching new products and services as appropriate.
- To represent iTEC/VTCT at marketing events, e.g. exhibitions, trade shows and road shows.
- To develop and maintain an up to date knowledge of changes within the education and training market place, products and services.
- To work with the IBDM team to develop and implement International strategy and Country Plan/s for the country/countries of responsibility
- To assist in the production and implementation of a direct or targeted marketing plan.

The successful candidate will be based in the relevant country, with the right to work:

They will have:

- Knowledge in Business to business sales
- Good written and presentation skills
- Strong negotiating skills
- Experienced in developing effective working relationships with clients and internal contacts
- Full, clean driving licence
- IT skills
- Ability to identify and exploit commercial opportunities in terms of training providers, methods of delivery and products
- Customer centricity- strong customer focus
- Ability to recognise risk with accounts, and act accordingly
- Ability to share market and competitor intelligence
- Consultative sales skills
- Account Management skills
- Outcomes-focused sales approach
- Key account management

It would also be desirable for candidates to have:

- Understanding of training market for both training providers and employers
- Experience in Education and training provider sector relevant to our sectors
- Experience in Private training provision
- Experience of Funding relevant to the country
- Knowledge of our client's products and services

- Strong project management skills
- Experience of working within a sales or account management role
- Degree or equivalent
- Ability to speak other languages would be an advantage but is not essential

If you wish to apply for this exciting opportunity, please send us your comprehensive CV including full work and educational history to recruitment@vtct.org.uk

Final date for submission of CVs: Midday on 9 February 2019

Interviews will be held on 19 March 2019

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Digital Assess Software Ltd which is a wholly owned trading subsidiary of VTCT; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.