

JOB DESCRIPTION

Please submit all applications to admin@beaconhc.co.uk or post to Beacon, 10 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT to reach us by 9am on Monday 8th April 2024

Job Title:	Business Development Executive
Department:	Sales Team
Reporting To:	Business Development Manager
Reporting To Job Holder:	N/A
Work Hours:	Part-time, 21-25 hours p/w (spread across working week but with some flexibility)
Contract:	Permanent
Salary:	£23,000 pro rata p/a plus performance-related bonus and excellent benefits package (see below)
Location:	Home based with occasional travel for training
Job Purpose:	To handle new business enquiries from prospective clients, discussing most appropriate service to meet clients' needs, delivering the sales process and supporting the team manager.

MAIN DUTIES:

1. Providing operational support to Business Development Manager, including taking telephone enquiries from clients and arranging sales consultations. Supporting the Business Development Manager with sales consultations during holidays and at peak periods.
 2. Being first point of contact for new business client enquiries, responding to messages from new clients and scheduling sales consultations with prospective clients. This includes acting on new referrals for paid service consultations within 24 hours, identifying and advising on the best service to meet the client's needs from initial assessment of their situation, and promoting confidence in Beacon and our ability to meet the client's needs.
 3. Drafting and sending detailed estimates to prospective clients following initial consultations and following up to close the sale.
 4. Establishing a rapport with prospective clients, utilising Beacon's reputation within the industry to generate business and maintaining excellent communication throughout the sales journey.
 5. Managing the case allocation process including responsibility for ensuring cases are allocated in a timely way according to case deadlines.
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6. Generating and sending out contracts and associated paperwork, and processing completed contracts for clients engaging in a paid service. Liaising with caseworkers for a smooth handover of the new case, ensuring that expectations are met and key deadlines understood by the caseworker.
7. Maintaining good communication with colleagues in the Information and Advice team to facilitate the smooth transfer of prospective clients from an advice call to a paid service consultation.
8. To keep relevant and sufficiently detailed case records following each client contact, ensuring that all client information is kept up to date in line with Beacon's systems and procedures, including data protection policies.
9. Keeping sales data software up to date and producing monthly sales reports for Managing Director.
10. Responsible for the effective operation of client administrative procedures including operating and maintaining database and filing systems.
11. Arranging for the safe and secure transportation of sensitive client files and medical records for caseworkers and clients.
12. Attending line management, supervision and team meetings as appropriate.
13. Provide organisational, administrative and secretarial support to the sales and casework teams as required.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Barring Service check or equivalent.

STAFF BENEFITS: Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

PERSON SPECIFICATION FORM

Job Title: Business Development Executive

Department: Sales Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	Strong IT skills and an ability to use Microsoft Office Applications to a high standard.	Degree or equivalent level of knowledge acquired through experience and training /development. Business or project management qualification. Customer service, sales or project management qualification.
<u>Relevant experience:</u>	Managing day-to-day operations and developing and implementing effective and efficient office systems. Proven experience of the ability to understand, digest and reflect back complex information.	Experience of working within or understanding the relationships across the Health and Social Services. Experience of working within the field of sales or administration in a professional capacity. Commissioning and managing work from external suppliers.
<u>Relevant knowledge/skills:</u>	Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with clients in a professional and caring manner, using effective sales techniques whilst upholding brand values. Excellent organisational skills. The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, produce statistics and reports. The ability to provide clear and coherent information via the telephone and in written communication.	Understanding of current HR and H&S legislation An ability to present complex information in a way that is accessible to a broad client base.

<u>Personal attributes:</u>	<p>A demonstrable ability to work with a client group who may be lonely, upset and experiencing strong and complex emotional feelings.</p> <p>Able to work on own initiative, to prioritise work, and to work under pressure.</p>	<p>Flexible attitude to work, including availability to work some evenings when required.</p> <p>An ability to work as part of a small and dynamic team.</p>
<u>Special Requirements:</u>	<p>A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation.</p> <p>This post may be subject to a Disclosure and Barring Service check.</p>	

Background Information

NHS Continuing Healthcare (CHC) is the name given to a package of healthcare that some people need to receive due to disability, accident or illness. People who are eligible for CHC have the full cost of their care and accommodation funded by the NHS. This relieves families of sometimes astronomical care bills.

The criteria for determining who is eligible for CHC are highly complex and can be very difficult to understand. The assessment process is lengthy and detailed. Likewise, the appeal process can be very daunting and perplexing.

Beacon's roots are in a service provided by Age UK Oxfordshire, to provide free advice and support to families trying to navigate the CHC system. Beacon is a social enterprise that spun out of this service ten years ago and has supported over 100,000 families across England.

Beacon provides a free CHC advice service, funded by NHS England, as well as advocacy and representation charged at a lower cost than many legal firms. We are well renowned as England's foremost experts in CHC and frequently advise policy-makers on policy changes and updates to the guidelines.

Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

1. Ethical

Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

2. Expert

Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

3. Personal

Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

4. Compassionate

Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

5. Rewarding

Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.