



## **Marketing Nottingham Job Description & personal specification**

**Title:** Business Development Assistant  
**Reporting to:** Business Development Manager  
**Salary:** £23,000 per annum.  
**Term:** Full Time, Permanent  
**Location:** Nottingham city, flexible working office space and remote working

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### **Job Purpose:**

1. Reporting to the Business Development Manager
  2. Responsible for providing efficient support for the Partnerships Team and the Visit Nottinghamshire and Meet in Nottingham membership
  3. Providing members with effective marketing platforms to promote their business, delivering excellent customer service with a strong focus on member retention
  4. Providing administrative support to the Partnership Team and maintaining corporate records on various platforms and databases
  5. In addition, the post holder will assist with the organisation of corporate events, both internal and external
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### **Duties:**

1. To be the main point of contact for existing members requiring support with their membership benefits including creating and maintaining of their listings. Ensure listings on the corporate websites are accurate
2. Manage the agreed renewals process to members ensuring the pricing structure is adhered to
3. Assist the Business Development Manager with new member acquisitions, to ensure a smooth handover of new members and the continuation of an excellent customer experience. (You will be responsible for 'Welcome to membership' correspondence and supporting with on-boarding)
4. Represent the organisation at new business meetings, show-rounds, and external events
5. Ensure membership data is accurate and recorded on a timely basis
6. Work with other Marketing Nottingham teams within the company to ensure members are properly represented across the company's range of marketing activity including tourism & travel centre, websites, social media, visitor guide and PR activity
7. Support with upselling our products and services, and ensuring prompt response to enquiries
8. Assist with regular internal and external member communication



9. Supporting the wider team in producing reports and stats from both the Visit Nottinghamshire and Meet in Nottingham websites
10. Producing monthly invoice run, working closely with the finance team to ensure that all member subscriptions and supplementary payments for additional commercial products are collected on a timely basis and assist with credit control as and when required
11. Support with creating documentation, agenda, and itinerary creation
12. Organising meetings and travel arrangements for the team
13. Develop a pipeline of leads, working alongside the Business Development Manager and Business Development Executive
14. Contribute to the wider strategic goals of Marketing Nottingham when necessary.
15. To work flexibly in time and duties; contributing to all the activities of Marketing Nottingham which may include working outside normal working hours for events and activities and to perform any other duties as may be required by the company from time to time.

**Person Specification:**

	<b><i>Essential</i></b>	<b><i>Desirable</i></b>
<b><i>Knowledge</i></b>	<ul style="list-style-type: none"> <li>• Excellent written language and comprehension</li> <li>• Proven ability in a customer service/administration role</li> <li>• Project Management</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the tourism offer in Nottingham and Nottinghamshire</li> </ul>
<b><i>Skills</i></b>	<ul style="list-style-type: none"> <li>• Use of MS Office particularly Word, Excel, and PowerPoint</li> <li>• Proven experience of data capture</li> <li>• Proven ability to deliver work on time and to a high standard</li> <li>• Flexible approach to working across a number of projects</li> </ul>	<ul style="list-style-type: none"> <li>• Database Management</li> <li>• Experience of building client management relationships</li> <li>• Self-driven</li> <li>• Attention to detail</li> <li>• Full driving license</li> </ul>
<b><i>Behaviours</i></b>	<ul style="list-style-type: none"> <li>• Flexible can-do attitude</li> <li>• Diplomacy – internally and externally</li> <li>• Passionate about their role</li> <li>• Confident team player</li> <li>• Able to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to develop within their role</li> <li>• Ability to think strategically in line with Marketing Nottingham Business Plan.</li> </ul>



MARKETING  
NOTTINGHAM