

Live Vacancy

Role – Chamber Space Development Executive

Salary – Dependent on Experience

Reporting to – Membership Management Team

Working Hours – 30 / 4 Day Week

The Award-Winning Greater Manchester Chamber of Commerce provides first-class business support to a diverse Membership of companies from all sectors. Greater Manchester Chamber of Commerce is the UK's largest Chamber of Commerce working with over 4,200 business members accounting for over a third of the Greater Manchester workforce. The Chamber is focused on helping businesses to thrive locally, nationally, and globally. Located in the iconic Grade-II listed Elliot House on Deansgate – the Chamber provides an opportunity to work at the heart of the city centre while also working with business throughout all areas of Greater Manchester. We are an Investors in People Gold accredited organisation with a focus on developing our staff by providing a vibrant and enjoyable working environment.

Job Summary

In this role you will work as a part of a dynamic team to engage with businesses of all sizes throughout Greater Manchester. In this role you will be focused on identifying commercial opportunities and selling Chamber Space. In terms of business development, working to strict targets you will use strong sales and communications skills to recruit new clients for Chamber Space while also generating commercial income through upselling of catering, add-on services and repeat bookings. Naturally this role is well suited to an individual who is motivated by generating revenue and who is confident in selling a variety of services/products, but also requires an individual who is committed to high levels of customer service, nurturing long-lasting relationships, and going above-and-beyond to support our community of clients. This role will consist of engagement with both new and existing clients over the phone and in both virtual/face-to-face meetings, doing show-arounds and attending events. You will be expected to source and generate your own leads while also being confident in having detailed strategic conversations with contacts of all levels at companies of all sizes. The ability to collaborate and influence effectively, both internally and externally, is also vital. As part of this role, you will represent the company at a wide variety of events growing your network, engaging with existing Members and introducing new companies to the Chamber of Commerce.

The Chamber highly values the well-being and work/life balance of our staff by operating on a 4-day working week. This is a hybrid role with the majority of your working time split between our offices at Elliot House and working from home.

Team Structure

Please note that structure of the Membership & Commercial department is to create a fluid and dynamic working team. Whilst each person will have a specific role, all members of the team will be expected to fulfil all functions of membership to contribute to the team's success. This may mean

focus shifts throughout the FY. All team members will be supported in doing this, and training will be provided where appropriate.

Duties & Key Responsibilities

- Sourcing & developing new leads to create your own sales pipeline.
- Completing full sales cycle for any revenue generating, including chasing payments to complete process.
- Working to achieve agreed monthly revenue targets using a consultative approach to selling.
- Utilising our existing client base to identify and secure new opportunities for the sale of space, sponsorship and commercial opportunities.
- Using initiative to propose new income generating services and opportunities to SMT.
- Engaging effectively with businesses of all size and sector by phone, email and face to face.
- To co-operate and communicate with colleagues and the Senior Management Team clearly to support our dynamic and flexible working model.
- To provide exemplary customer service to both GMCC members and non-members at all times.

Key Skills & Standards

- Ability to communicate effectively at all levels internally & externally.
- Comfortable working to sales targets & KPI's.
- Confident with relationship development and up-selling of services.
- Focus on client satisfaction and consistently delivery high levels of service.
- A professional manner, attitude, and a flexible approach to work.
- Confidence in all forms of communication – written, over the phone and in-person with contacts at all levels of seniority.
- Strong presentation, organisational and prioritisation skills.
- A strong telephone manner.
- A customer focused approach with evidence of previous retention and client recruitment acumen.
- The ability to work with sensitive and confidential information in a professional manner.

The Greater Manchester Chamber of Commerce is a committed Equal Opportunities Employer. A copy of our policy can be requested from the HR Department.

Should you wish to apply for this role, please send a cover letter and CV to

MMT@gmchamber.co.uk
<https://www.gmchamber.co.uk/>