

Kenyon International Emergency Services (KIES) are a part of the Air Partner Group and they offer a set of integrated, configurable solutions to help private and public organisations manage the consequences of an incident. We are looking for a Business Development Manager / Account Manager to join our Bracknell Team to cover maternity leave for up to one year. This is a key role within the Commercial department. In addition to the primary responsibilities listed below the Business Development role is a key support function to the department and Commercial Manager. Tasked primarily with client reach out and engagement, this role will work across the existing client portfolio seeking out and developing new sales opportunities whilst also ensuring clients are kept up to date with key company progress and initiatives.

You will also be responsible for prospecting and qualifying new opportunities with businesses of all sizes, management of client relationships, soliciting new customers and developing growth strategies. To be successful in this role you will demonstrate a sense of urgency, a proclivity to achieve, effective cold call/email skills, experience developing leads from marketing campaigns, an ability to quickly research and identify key decision makers, and a successful track record of meeting sales quotas.

What you will be doing:

- Drive new business and sales opportunities through proactive client reach out across the Kenyon client base
- Develop sales opportunities, convert pipeline prospects into sales, and negotiate contracts for services and consultancy/training agreements in line with company policies and directives
- Meet the required individual and departmental sales targets
- Prepare proposals and conducts briefings for current and prospective clients
- Prepare and submit client tenders in a timely manner and present professionally and confidently
- Keep abreast of market developments, trends, competitor initiatives
- Maintain accurate sales records and timely updates in the company's CRM system
- Prepare / review incident deployment proposals as scoped by Operations department
- Support the marketing department by developing marketing initiatives to drive training, consultancy and upsell programs
- Build and collate analytics and metrics to further develop initiatives based on client/market feedback
- Ensure the Kenyon client base is kept informed about operational and organizational news and developments
- Conduct post training and/or consultancy follow up to ensure client satisfaction and delivery success
- Enlist new customers, grow existing sales and customers

This role is office based in Bracknell and during operations, you may be required to work within the Kenyon Crisis Management Centre and support during deployments, which may require additional or weekend hours.

What we are looking for:

- At least two years total accumulated experience working in a commercial role or a role that requires a high degree of daily administration, accounting, statistics, reports or logistics planning.
- Strong communication skills. Excellent written and spoken English
- An ability to handle multiple situations simultaneously
- Demonstrable active listening skills and evidence of timely and thorough follow up on customer enquiries

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- An ability to identify customer objectives and align solutions to overcome barriers and drive sales
- Good business acumen, of sound judgement, and good decision making
- An ability to build and develop solid business relationships
- A strong customer focus
- Resilience and an ability to deal with awkward clients
- An ability to produce worksheets, documents and presentations using Microsoft Office
- The potential to work unsociable hours at the time of Kenyon operations to support operational deployments
- An ability to work independently with a minimum amount of supervision
- 2 GCSE A-Levels at A*-C grade, or equivalent education
- Formal qualifications in English and Maths (a minimum standard of GCSE English, GCSE Maths or equivalent)
- An understanding of crisis management, emergency planning or business continuity is desirable

Please send your applications (ideally a CV and cover note) to ap.careers@airpartner.com before 13th November 2022.