



Science Council

## Job Description – Account Development Manager

**Title:**

Account Development Manager

Title for external use Relationship manager

**Reports to:**

Business Development Manager

**Working Hours:**

3-5 days a week (0.6 or 1.0 FTE); negotiable

**Working Location:**

Science Council office in Farringdon, London. With London and UK-travel expected.

**Resources Managed:**

Responsible for a minimum of 30 Employer Champion accounts, and generating income from potential registrants over £200k in 2017.

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**Background:**

The Science Council sets the standards for practising scientists, through professional registration.

We believe that every scientist has a responsibility to society, and themselves, to work with integrity, keep their skills and knowledge up to date and consider how their efforts affect the world around them.

The Science Council licenses science professional bodies to award one or more of the Science Council Registers to their Members: Registered Science Technician (RSciTech), Registered Scientist (RSci), Chartered Scientist (CSci) and Chartered Science Teacher (CSciTeach).

The Science Council also works with companies and organisations that employ or engage with practising scientists and science technicians. The companies are encouraged to sign up to our Employer Champion programme and getting all eligible employees registered, as well as providing an environment in which registrants can meet their continuing professional development (CPD) standards and adhere to their codes of conduct.

This role focuses on developing and sometimes recruiting Employer Champions to enable the Science Council to meet its registration targets by maximising the number of registrants they generate.

**Purpose:**

The Account Development Manager develops productive relationships with Employer Champions, ensuring that they increase the uptake of professional registration among their staff to maximise registration numbers. They also support the employer to take the necessary actions to maximise retention of registrants. The relationship manager works with the Licensing Development Officer to provide the input to enable the Licensed Body to maximise their number of registered members

**Responsibilities:***Targeting and Handover*

- Work with the New Business Manager to target relevant Employer Champions and support them in their approach to gain commitment

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- Take responsibility for an effective handover from the New Business Manager and the building of a relationship with Employer Champions that motivates them to maximise their registrant numbers.
- To grow registrant numbers by supporting and developing Employer Champions to promote registration and support CPD.
- Work with the Membership Development Officer to agree which Member organisations to approach to become licensed
- Working as facilitator with the Applicant Support Mentors and Employer Champions to ensure workshops are delivered seamlessly within an Employer Champion

### *Account Development*

- Support Employer Champions to increase the number of registrants among their staff, by supporting them to provide an applicant and registrant experience which retains and delights registrants and turns them into registration advocates/champions and by providing feedback to Science Council staff to ensure Science Council systems provide a positive registrant experience.
- Develop the relationship with the Employer Champions so there are robust multi-layered links and championing of the scheme from the top of the organisation.
- Work with the Marketing Team to help them work with the employer to promote registration through the organisations own internal communications system and develop tailored materials for Employer Champions to use to promote registration.
- Work with Employer Champions to identify possible assessors and registrant champions and encourage them to come forward for training.

### *Monitoring and reporting*

- Using Salesforce and other processes, actively manage Employer Champions and report on them in a way that provides information for the Management team, the Registration Authority, the Board and actionable information for the Employer Champions to enable them to maximise registrant numbers
- Provide reports on Employer Champions and Licensed Bodies to the management team and for the Board to meet their needs for monitoring and governance.
- Provide reports for grant funders to demonstrate progress in meeting their targets.

### *Expertise*

- Be the charity expert on your Employer Champions and on the science sectors they serve particularly the workforce and relevant regulatory environment
- Work closely with colleagues supporting registration and Registrant Champions to keep them up to date and ensure systems for registrants are meeting the expectations of Employer Champions
- Be aware of the requirements of data protection and safeguard registrant data to ensure the Science Council does not breach the regulations and operates in line with its policy.

### *System Management and Data*

- Ensure the path to registration is as smooth as possible for staff within each Employer Champion and that our systems support this by working with the business systems lead.
- Maintain the database of your allocated Employer Champions keeping it up-to-date and work with the business systems lead to automate as much of the process of managing them as possible
- Maintain the database of training and assessment venues provided by Employer Champions keeping records complete and up-to-date.

## **Qualifications and Experience: Required**

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- Track record of selling / account development
- Successful experience as an account manager meeting and exceeding income targets
- Track record of creative productive relationships with a wide range of people at a range of seniorities.
- Track record of taking responsibility and delivering results against stretching sales targets
- Experience in facilitation and public speaking
- Strong writing skills with a clear and concise style.
- Experience of using Salesforce or similar database

### *Desirable*

- Qualifications in training, facilitating or teaching, ideally adult learners
- Empathy and interest in science and understanding of the science workforce.

### **Personal qualities:**

- Persuasive and warm
- Results orientated
- Very well organised; excellent planner
- Calm and unflappable, warm and empathetic, clear and firm
- Able to relate to people of all ages, seniority and experience
- Good face to face and telephone manner.
- Able to set, plan and work to achieve personal targets
- Customer focussed. Able to adapt style and approach to the culture and needs of the individual organisation
- Self starter

### **Salary:**

£28k – 32k (pro rata), dependent on experience.