

Job Description



Job Title: Business Development Manager

Department: CustomerhubUK (hereafter referred to as CHUB)

Reporting to: Head of Operations – HotelshopUK (hereafter referred to as HSUK)

Company Summary: CHUB, a division of HotelshopUK Ltd are a dedicated outsourced customer-centric contact centre solution dedicated to the hospitality industry. With clients spreading across hotels, travel agents and attractions, your role will be focused on driving new business opportunities and new clients that have a need for call handling /admin support or conference/group & bedroom reservations support.

Summary of Role: The role will cover all aspects of the sales funnel through to onboarding - inbound and outbound sales, CRM management, prospecting, business development, attending and hosting networking events through to contracting and onboarding of our new clients.

The ideal candidate will thrive in a sales culture, be naturally ambitious and entrepreneurial in spirit. You will work alongside the Head of Operations to put together a B2B strategy and sales plan to secure relationships and to sustainably drive revenues and profits from commercially successful opportunities.

Key Accountabilities / Activities:

- To develop a strong and robust sales approach to drive new business.
- Collaborate with the Head of Operations to develop and implement a comprehensive plan, ensuring sales targets are achieved through commercial opportunities.
- Act as first point of contact for all new business enquiries, responding to client enquiries in accordance with company SLAs. Ensure a minimum number of sales calls are made each week, both in person and phone calls.
- Proactively source new business opportunities, preparing commercially astute proposals.
- Work with the Head of Operations and Group Operations Director to identify and secure new opportunities for building and developing strategic relationships with various associations and organisations.
- Work closely with the sales and marketing teams to enhance CHUB's visibility and awareness.
- Achieve monthly KPIs based on both appointments set and pipeline objectives.
- Maintain industry leading knowledge of the UK Contact centre / Hospitality industry.
- Act as an ambassador for the wider HSUK group – identifying cross-selling opportunities to other parts of the business where appropriate.
- Develop and uphold exceptional service standards to ensure every sales opportunity is recorded in our CRM system, thereby maintaining a strong new business pipeline.
- Build awareness of competitor activity locally and nationally and bring to the table information and ideas to challenge and improve our product and service offerings.

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- Prepare weekly and monthly activity reports for the wider management team and stakeholders (internal/external) as required.
- Provide training for contact centre team on any new clients as part of go live planning.
- Create business cases where appropriate for any opportunistic business as the need arises.
- Attend industry specific events to cultivate sales leads and keep updated on industry trends.
- Collaborate with internal teams to ensure seamless onboarding and service delivery for new clients.
- Negotiate contract terms and close deals to achieve sales targets.

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974.
- To demonstrate a working knowledge of fire prevention and to follow the hotel evacuation plan on hearing the alarm.
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your Manager.

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application.
- To co-operate and communicate with colleagues and Management to ensure effective department teamwork and high morale.
- To attend any meetings, training sessions or courses that may be beneficial to you and your department.
- To follow any procedures set up for energy conservation.
- To demonstrate and live by our company values by delighting our customers, partners and colleagues with the highest quality, value & service.

Hours of work:

40 hours per week over five days, including a daily 30-minute paid break.

We would welcome applications from individuals looking for part-time positions. A commitment of at least 24hrs over three days is necessary.

Place of work:

Remote work options are available, allowing employees the flexibility to work from home, with a minimum requirement of two days in the HSUK offices in Droitwich per month.

This job will require some travel around the UK and attendance at trade fairs/exhibitions, you should anticipate and be comfortable being out the office at least one day per week.

Salary: £32.5k per annum FTE plus target-based commission.

Flexibility:

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & skills required:

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Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	<ul style="list-style-type: none"> • A Level / degree
Experience	<ul style="list-style-type: none"> • At least two years' experience in similar role. 	<ul style="list-style-type: none"> • Proposal Development • Client Relationship Management • Experience in Networking
Communication Skills	<ul style="list-style-type: none"> • Excellent written & verbal communicator at all levels. 	<ul style="list-style-type: none"> • Good relationship builder
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Intermediate in MS 365 including Excel & Powerpoint 	<ul style="list-style-type: none"> • Knowledge of CRM systems
Disposition	<ul style="list-style-type: none"> • Enthusiastic self-starter able to work on own initiative. • Willingness and ability to be flexible. • Ability to get on well with a wide variety of people. • Have a positive attitude. • Willingness to learn. 	<ul style="list-style-type: none"> • Able to handle rejection and setbacks positively, maintaining motivation and focus • Thinks creatively to develop unique solutions and strategies • Flexible and able to adjust strategies based on market conditions and client feedback • Pays attention to the finer details to ensure accuracy and quality in contracts and proposals