

Membership Account Executive
Salary Range and CPF Banding: £25,200 per annum rising to £25,725 after probation (B2)
Reports to: Membership Services Manager
Terms/Hours: Full-Time, 12 month FTC
Location: Cheltenham, Hybrid
Direct reports: No
Department: Commercial
Date Reviewed: February 2023



About Ecctis:

At Ecctis, our vision is to be the acknowledged global leader in the international qualifications and recognition arena. Our mission is to be the preferred source of expert advice on the recognition and comparability of qualifications and skills internationally, building on our advanced research and our established knowledge and experience of education systems across the world. Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities, and colleges, awarding bodies and government ministries.

The work is varied, and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

Purpose of Role:

The Membership Account Executive will play a key role within the wider Membership Services Group, supporting in delivering and fulfilling contractual obligations for all aspects of the Membership Services provision and continuously contributing to the successful achievement of Group goals and of the Organisation's objectives. They will be responsible for the account management and sales revenue received from selected members; developing and maintaining long-lasting relationships and identifying upsell and cross-sell opportunities.

Key responsibilities:

Service Provision

- Supporting on the processing and delivery of the Membership Service within the stipulated timeframes, including Member Enquiries and Live Chat, ensuring service standards are maintained
- Contributing to the intelligence relating to the needs of our member organisations

Handling more complex evaluation cases

- Taking responsibility for complex evaluation cases, helping to decide upon those that can be processed and those that should be forwarded for research

Quality of work

- Responding to enquiries received through the member enquiry system, telephone, email, and Live Chat in a professional manner and according to the company's communication policy, providing accurate, relevant, and useful information

Account Management

- Demonstrate an ability to provide good customer service, ensure customer retention, maintain account records and orders, and to respond to, and develop, an understanding of customer requirements

Sales and Sales Growth

- Working on an individual basis and in collaboration with colleagues to enable the Commercial Group to achieve its annual sales target for upselling new products and services to existing members
- Contributing to the achievement of the annual new business revenue target

Evaluation, Feedback & Reporting

- Providing feedback to the Membership Services management team on customer and market demands to assist with maintaining membership base and new product / service development
- Driving continuous internal/external service improvements for their selected Members
- Produce accurate and timely reporting of sales activity and monthly sales performance

Skills required:

- Excellent attention to detail, and can demonstrate high levels of accuracy in their work, and the ability to multi-task
- Strong organisational skills, with the ability to effectively manage their workload to meet deadlines and manage changing priorities
- Excellent listening, negotiation, and presentation abilities
- Excellent interpersonal, verbal and written communication skills, including a very good telephone manner.
- Ability to work well and collaboratively with others across the team and wider company, building cross-team relationships and understanding
- Able to collaborate and add input to Commercial team discussions and initiatives
- Customer-focused approach
- Able to prioritise independently
- Highly IT literate, particularly in Word, Outlook, Excel, and data input in information systems

Person specification:

- Self-motivated
- Comfortable in a fast-paced, sometimes high-pressure environment
- Works efficiently and with enthusiasm
- Demonstrable commercial acumen
- A supportive and co-operative team member
- Takes responsibility for their own workload, ensuring that deadlines are met
- Demonstrates respect for others at all times
- Embraces change and progress
- Committed to personal and professional development
- Strives for continuous improvement and growth

Education and Qualifications:

- Degree level qualification, comparable to Bachelor degree standard in the UK
- Proficiency in a language other than English
- Experience of operating within a commercial environment. Developing and winning new business and working to sales targets

- Other professional qualifications (desired)

Employee Benefits

- 25 days annual leave plus bank holidays, as well as an additional day off given between Christmas and New Year
- Eligible for commission, paid monthly (following successful completion of probation)
- Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)
- Life assurance of 3 x basic salary for members of the pension scheme
- Bupa Private Health Care Scheme with employee contribution
- Enhanced maternity pay with years of service.
- Employee Assistance Programme
- Annual discretionary performance-related bonus scheme (Pro-rata for part-time employees)
- Cycle to Work Scheme
- Swapping of 3 bank holidays (Good Friday, Early May Bank Holiday, August Bank Holiday) to be taken on a cultural or religious date of significance
- Extra day of annual leave with 5 years' service (pro-rata for part-time workers)
- Employee Ownership Trust:
 - As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.
 - The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
 - Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

EDI Statement:

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore, we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com

This role profile sets out the scope and main duties of the post at the date when the role was created or last reviewed. Such details may vary on occasion without changing the overall scope of the role or level of responsibility required. This role profile is intended to give an overall indication of the duties and responsibilities of this role but is not exhaustive and the job holder may be asked to perform other duties, which reasonably align with the general remits of their role and level of responsibility.



Our values in practice:

Respectful: We value differences, treat everyone with respect, and build trust by fostering a fair and inclusive culture.

Ambitious: We are ambitious and enthusiastic in our approach to finding solutions.

Creative: We encourage a balance of bold, creative, and innovative thinking, built on our experience and learnings.

Dynamic: We evolve in our dynamic industry by using our expertise to create opportunities and champion continuous improvement.

Engaging: We grow by engaging professionally and responsibly with each other, by being receptive to feedback, and making space for new ideas.

