

## Job Description

<b>TITLE:</b> BUSINESS TO BUSINESS COORDINATOR	<b>DATE PREPARED:</b> 4/09/2020
<b>SALARY:</b> £19828-23288 PRO RATA / FIXED TERM TILL MARCH 2021 (POSSIBILITY OF EXTENSION SUBJECT TO FUNDING)	<b>LOCATION/ DEPARTMENT:</b> B2B DEPARTMENT
<b>HOURS WORKED:</b> 22.5 HRS PER WEEK (SUBJECT TO AN INCREASE TO 30 HRS DEPENDING ON DEMAND)	<b>REPORTS TO:</b> SOCIAL BUSINESS DEVELOPMENT LEAD
<b>START DATE:</b> 28TH SEPTEMBER (TBC)	<b>INTERVIEWS:</b> 23RD AND 24TH OF SEPTEMBER

### Job Purpose:

To promote, coordinate and deliver external outreach services such as Dr Bike (mobile bike maintenance service), fleet maintenance and fleet provision directly to organisations in the private, public and third sector. The post holder will be responsible for meeting targets set together with the Business Development Lead.

### Principal Accountabilities:

- Delivery of products and services, including Dr Bikes, Fleet maintenance and Fleet provision within the private, public and third sector
- Development of formal processes for each of the services.
- Responding to enquiries from businesses and providing detailed and informative quotes
- Coordinate bookings and manage external delivery diary.
- Support and supervise a small team of session staff workers.
- Represent Bike for Good at trade exhibitions, events and industry related demonstrations.
- Support the Business Development Lead in the production and implementation of a marketing campaign for the promotion of Bike for Good's external products and services.
- Meet monthly income targets; this includes reviewing your own sales performance, against targets as you gain experience.
- Advising organisations on forthcoming product developments and discussing special promotions.
- Coordinate van and cargo bike usage and bookings, including maintenance and daily safety checks to both
- Supervision of other van drivers.

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- Work closely with our Cycling Friendly Employer Coordinator to promote Bike for Good's products and services to employers as well as signpost customers to the award programme.
- Monitoring service users , collecting customer feedback and ensuring social impact.
- Develop a customer service plan
- Maintain and replenish tools and consumables required for delivery as and when required.
- Support the Business Development Lead introduce and develop a customer relationships (CRM) system.
- Perform any other duties considered relevant to the post.
- To comply with all current legislation, GDPR and organisational policies.

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED (THE PERSON SPECIFICATION)

### Essentials:

- Friendly approachable
- Flexible, self-starter with an enterprising attitude
- Excellent communication skills
- Excellent interpersonal and relationship building skills
- Excellent organisational skills and the ability to manage time accordingly
- Ability to network and present a positive image when representing Bike for Good at external events.
- Ability to deliver great customer service and keeping quality standards
- Ability to adapt and come up with creative solutions to solve problems
- At least two years' professional experience as a bike mechanic
- Experience in supervising a team
- Experience in working to targets
- Excellent knowledge of the bike industry
- Clean Full UK driving license, able to drive our company vans
- Comfortable with lone working
- Enjoy cycling and be confident cycling on busy roads
- Happy to negotiate the cities streets on an Electric Cargo/Trailer Bike
- Awareness of Health and Safety and ability to practice safe working methods

### Desirable:

- Knowledge and experience of Social Enterprise
- Experience in managing budgets

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