

Job Description

1. Job Details

Job Title	Business Development Coordinator	Department	Enterprise
Line Manager	Business Development Manager	Grade and salary	4 £27,644.00 – £30,805.00 per annum
Full Time/Part Time (no. of hrs for part time)	Full Time – 37 hours per week	Duration of appointment	Permanent

2. Job Purpose

The Business Development Coordinator will support the day-to-day business development, customer engagement and income generation activities across SAMS Enterprise.

This is a varied and people focused role, combining customer interaction, event and conference coordination, CRM administration, market research and general business development support. The post holder will help ensure that customer enquiries, meetings, visits, exhibitions and commercial opportunities are managed efficiently and professionally.

Working closely with the Business Development Manager and wider Enterprise team, the role will involve maintaining customer records, coordinating activities and events, supporting communications with clients and partners, undertaking market research and helping colleagues progress new business opportunities.

This role would suit someone who enjoys organisation, working with people, coordinating multiple activities and supporting the growth of an innovative organisation operating within the marine, environmental and sustainability sectors.

3. Main Responsibilities

<i>Responsibilities</i>	<i>Approx. % of time</i>
Opportunity generation and customer engagement: Assist with the coordination and development of commercial opportunities aligned with SAMS Group capabilities. Support customer engagement activities and help maintain positive relationships with existing and prospective clients. Assist with customer enquiries, follow-up actions, opportunity tracking and the maintenance of accurate records within the Enterprise CRM system.	40
Business development operations & coordination: Support the delivery of SAMS Enterprise business development activities through the coordination of meetings, client visits, conferences, exhibitions and associated logistics. Maintain business development and event budgets, client and event databases and contribute to the continuous improvement of business development systems and processes. Work closely with the Marketing Executive to support marketing activities, including the coordination and purchasing of marketing materials.	40
Market research: Support and develop market, sector and company profiles to support business development activities. Learn how to undertake competitor analysis, market research and customer intelligence gathering to support marketing, growth planning and opportunity development.	10
Applications & document generation support: Assist in the preparation of presentations, reports, business cases and award applications.	10
Quality assurance: active involvement within quality management in the SAMS delivery team to ensure compliance with ISO9001 standard, including production of Standard Operating Procedures (SOPs).	Ongoing
Be pro-active in the application of SAMS Group Health and Safety Procedures.	Ongoing

4. Planning and Organising

- Contribute to the identification and development of business opportunities, supporting market research, customer engagement and relationship-building activities to help strengthen existing partnerships and develop new business opportunities.
- Maintain and regularly update the Enterprise CRM system, ensuring opportunities, client interactions, follow-up actions are accurately recorded and reported.
- Organisation of operational tasks including co-ordination of conference attendance, exhibitions, networking events and associated logistics in a proactive manner as well as budget and costs oversight together with SAMS Enterprise Finance Admin. Attendance at agreed meetings/conferences. Coordinate customer follow-up activities arising from these engagements, ensuring actions are tracked and opportunities progressed. Demonstrate reliability, professionalism and the ability to take ownership of tasks from initiation through to successful completion.
- Maintain awareness of key deadlines relating to conferences, customer engagement activities and marketing initiatives, while establishing and managing the internal timelines, actions and processes required to ensure SAMS Enterprise staff is fully prepared.
- Plan travel, accommodation and itineraries for business development activities.
- Coordinate internal and external meetings, including preparation of agendas, venue arrangements, Teams meetings and follow-up actions. Organise customer visits to SAMS, including room bookings, itineraries and coordination with relevant colleagues.
- Plan for market research activities, company profiles and competitor information working alongside Marketing.
- Prepare and update presentations, case studies and award submissions.
- Monitor relevant funding programmes, innovation calls, industry challenges and procurement opportunities and communicate these to relevant colleagues.

5. Problem-Solving

- Identify and communicate potential issues, risks and challenges affecting business development opportunities or project delivery.
- Assist with improvements to processes, systems and customer engagement activities.
- Resolve day-to-day logistical, administrative and coordination issues supporting customer visits, events and meetings.
- Respond proactively to changing priorities and competing demands.
- Seek appropriate support and guidance when addressing complex technical, logistical or commercial matters.

6. Decision-Making

- Prioritise workload and competing business development activities in consultation with the Business Development Manager.
- Support and contribute to assessment of commercial opportunities and identify where further investigation may be required.
- Suggest appropriate routes for progressing customer enquiries and opportunities.
- Exercise judgement in coordinating activities, escalating issues when necessary.
- Suggest best value for money options by comparison and presenting findings to the relevant manager.

7. Key Contacts/Relationships

- Business Development Manager.
- SAMS Enterprise colleagues and wider SAMS staff.
- Assisting with customer enquiries, event follow-up activities and maintaining positive relationships with existing and prospective clients.
- Conference and event organisers.
- Suppliers, subcontractors and service providers supporting events, travel and project delivery.

8. Knowledge, Skills and Experience needed for the Job

Qualification and knowledge:

- Relevant qualification in Business, Marketing, or related discipline with interest in environmental management, marine science and sustainability.
- Evidence of work experience in a business/ commercial environment. Some business development, sales, and the blue economy sectors, with an awareness of commercial drivers and customer needs, would be an advantage but not essential.
- An interest in the blue economy, marine and environmental sectors and the role of science and innovation in supporting commercial growth.
- Some experience of business development, market analysis, customer engagement and commercial activities would be advantageous.
- Evidence of successful management of operational/administrative activities.
- Previous experience of customer engagement, marketing, events, sales support or business development activities would be advantageous.

Generic skills:

- Excellent written and verbal communication skills, with strong attention to detail.
- Ability to coordinate multiple activities, projects and deadlines simultaneously. Proactive, responsible, enthusiastic and willing to learn.
- Able to organise meetings, workshops, customer visits, conferences and associated logistics.
- Strong planning and organisational skills, with the ability to manage changing priorities and work effectively under pressure.
- Ability to work collaboratively within multidisciplinary teams whilst also being capable of working independently and taking ownership of tasks. Team player who contributes positively towards shared objectives and organisational success.
- Ability to communicate professionally with clients, partners and stakeholders and build positive working relationships. Strong interpersonal skills with the ability to build effective working relationships across SAMS and externally.
- Good ICT skills, including confident use of Microsoft Office applications, particularly Outlook, Word, Excel, PowerPoint and Teams.
- Experience of CRM systems would be advantageous.

Quality assurance:

- Some experience or understanding of requirements of ISO9001 & relevance to Project Management would be helpful but training can be given.
- Ability to develop working knowledge of SAMS Enterprise Quality Management System (QMS), SOPs & Forms.

9. Dimensions – Scope of role

The post holder will play an important supporting role within the SAMS Enterprise team, helping to coordinate business development, marketing, customer engagement, conferences, events, and administrative activities.

The role offers exposure to a wide range of commercial, consultancy, and research activities across the marine and environmental sectors. The successful candidate will work with colleagues across SAMS as well as external clients, partners, suppliers, and stakeholders, gaining valuable experience of business development and commercial operations within a science-led organisation.

The position is well suited to someone who enjoys working with people, coordinating activities, delivering excellent customer service, and supporting a busy team in achieving its goals.

10. Any other relevant information

The post holder may be required to perform duties other than those given in the job description for the post.

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. The post holder may be required to work away from home from time to time, i.e. customer liaison, attendance at conferences.