



Membership Accounts Executive

Are you:

- A holder of a bachelor's degree or higher?
- A good team player with strong written and verbal communication skills?
- A highly organised individual with excellent attention to detail?
- An excellent listener and communicator with strong negotiation and presentation abilities?
- Customer focused, and have demonstratable commercial acumen?
- Speak English and another language fluently?

Would you like to:

- Forge a career in a dynamic, progressive organisation by providing expert advice on international qualifications and skills?
- Develop specialist knowledge of international education systems, support organisations recruiting internationally and helping people hoping to fulfil their academic and occupational ambitions?
- Contribute positively to the movement of students and professionals within the international education space?

...then we would like to hear from you.

Who we are and what we do:

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.

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.

The role:

As a Membership Accounts Executive, you will provide a supporting role in delivering and fulfilling contractual obligations for all aspects of the Membership Services provision, supporting on the processing and delivery of the Membership Service within the stipulated timeframes, ensuring service standards are maintained. The role 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 to customers. The role will produce accurate and timely reporting of sales activity and monthly sales performance. The role will involve handling complex evaluation cases from member enquiries and will require strong investigation and research skills.

The ideal candidate is an excellent communicator with strong attention to detail. You will feel comfortable in a commercial environment, with frequent interactions with customers in many communication channels (phone, email, in person at events). Ideally, you will be customer focused, committed to providing high quality service to members, and have an interest in account management and sales. The ideal candidate will possess strong initiative to investigate and find answers and solutions for our members, providing them with excellent service.



Office Location: Cheltenham, Gloucestershire, UK
Working Hours: Monday to Friday, 08:30/09:00am to 17:00/17:30pm
Contract Type: Permanent
Salary: £24,000 per annum, rising to £24,500 after probation

Benefits:

- 25 days annual leave plus bank holidays, as well as an additional day off given between Christmas and New Year
- Eligible for performance related Sales Incentive, paid monthly and has been consistently achieved by peer colleagues
- 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.

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 Cover Letter to recruitment@ecctis.com