

Job Description: Business Development Executive

Reporting to: Managing Partner

Department: Engage|ats

Location: London

Context – Havas People

Havas People is part of the Havas Group, one of the world's largest advertising and communication networks, we are specialists in building connections between brands and talent through communications. Our clients could be, for example, a university wanting to attract new students; an organisation aiming to recruit the right people into a role or graduate scheme; or a company seeking to engage the people who already work there.

This role sits within business development team, specifically looking at generating sales for Engage|ats. Launched in 2010, Engage|ats is our applicant tracking system, built in-house by recruiters, for recruiters. It provides clients with an effective, intuitive and customizable solution that helps them to conduct their end-to-end recruitment process with ease. We are experts in delivering an unrivalled service to all customers across sectors and varying company sizes.

Position Summary

The Business Development Executive is responsible for identifying, nurturing and responding to new business opportunities across Engage|ats prospects. While the focus of this role is to grow business for our Engage ATS, the consultative nature of the role means that all new business opportunities should be approached with a view to offer any Havas People service which may achieve overall growth for the wider business.

It is expected that you will be involved in sourcing leads, nurturing prospects and handling initial meetings. You need to be able to present yourself with confidence and credibility to help win new prospects.

Main Duties and Responsibilities

- Identify prospects – working with the Managing Partner you will identify organisations that would be a key prospect for Engage|ats.
- Research and investigation – prior to any engagement activity you will conduct research into the prospect, so you can understand as much as possible about their sector, current recruitment activity and analyse how Engage|ats might be suited as a solution.

Decision-making and Accountability

You will have day to day accountability for decisions around:

- Maintaining high standards of customer service
- Managing candidate technical queries and escalating them, where appropriate, to the Account Director
- Ensuring compliance with the ISO 27001 and ISO 9001 policies and procedures
- Successfully delivering new client systems by robustly managing the entire implementation process

Main Internal Connections

- Client Services Team – Engage ATS
- Testing and Development Team – Engage ATS
- Marketing Team
- Leadership Team
- Integrated Resourcing Team
- Finance and HR

Qualification/Knowledge Requirements

No specific qualifications are needed. What matters most is your experience (see below), your willingness to learn quickly about the range of Havas People services and solutions for clients, your drive, determination and enthusiasm for our business and a demonstrable desire to help us succeed.

Experience

You must possess previous client/customer service experience and knowledge of the recruitment market. Ideally, you will have been involved in the support and delivery of complex projects.

Skills

- Demonstrable excellence in customer service
- Communication – good command of written and spoken English
- Organisation and project management skills
- Presentation skills
- Negotiation skills
- Basic numeracy skills
- Strong attention to detail
- Good knowledge of the full MS Office package

Core Competencies

- Concern for providing excellent customer service
- Ability to build rapport and sound working relationships with clients and colleagues
- Energy, drive, determination and a positive attitude
- Commercial awareness with a curiosity to explore client challenges and a desire to seek opportunities for improving business success
- Creativity in coming up with solutions to client and business problems, bringing positive thinking and sound decision making to solve challenges
- Tenacity, judgment and resilience to deal with difficult situations and know when to escalate upwards

We expect all our employees to role model behaviours linked with our core values:

- **We roll-up our sleeves:** We know that if you're prepared to work hard, you can put your name to something great. If we say that we're going to do something, you can be sure that we'll do it.
- **We work together:** We respect each other, we enjoy sharing ideas, and we know we can rely on one another. Which means we can achieve more as a team.
- **We ask, "What if?":** We're curious about the world around us, and know that if we never stop questioning, we will never stop discovering more.
- **We find a way:** The most exciting opportunities can initially seem impossible. By staying flexible and keeping open minds, we can always find a way.

Havas People aims to ensure that no potential or current employee is treated less favourably because of their age, religion or belief, race, disability, sex, sexual orientation, gender reassignment, marital/civil partnership status or because of pregnancy or maternity leave.

- Working knowledge of engage|ats system