

Job description

Commercial Officer - Catering

Reports to:	Commercial Services and Business Development Manager
Based at:	Coeliac UK Head Office, High Wycombe
Salary grade table:	Commercial (CO5), £23,369.14 to £25,965.58 based on experience
Hours:	35 hours per week. Hours to be agreed with your line manager. Occasional evening and weekend work may be required
Holiday:	36 days holiday a year including bank holidays
Line management:	No direct reports
The role:	The Commercial Officer – Catering will act as support for the Commercial Services and Business Development Department within Coeliac UK. The department creates and maintains partnerships with commercial organisations that have an invested interest in the gluten-free market; this includes manufacturers, retailers, foodservice companies, and caterers (including restaurants and hotels). The role will also be responsible for ensuring that our catering services commitments are met and supporting the team to achieve challenging income and retention targets

Key responsibilities

- To be responsible for proactively managing fulfilment of our catering service commitments.
- This will include account management, assisting the team with accreditation renewals, issuing legal contracts, managing the scheduling and follow up for catering audits, updating content on the website, online training portal and Venue Guide, invoicing and debt management and issuing online training logins
- To help sell catering accreditation, online training courses, advertising and sponsorship to new and existing Commercial Partners
- To respond to email and telephone enquiries
- To ensure the CRM database (Workbooks) and commercial log is updated
- Copy writing for newsletters such as the monthly e-newsletter and biannual catering newsletter, Crossed Grain magazine, and the Coeliac UK website

Knowledge, skills and experience

- Excellent interpersonal and relationship building skills
- Excellent communication skills – oral and written, confident telephone manner.
- Analytical and numerical skills
- Excellent IT skills – ideally experience with MS Office 2010, database entry (preferably Workbooks), email marketing services (preferably Mailchimp) and content management systems
- Excellent attention to detail
- Results driven
- Team player with practical, positive and flexible attitude
- Able to meet deadlines and prioritise tasks
- Keep up to date with current thinking within Coeliac UK as well as having some interest in the broader FMCG and catering markets

- Self-motivated and able to work without close supervision
- Enthusiastic to help with a variety of projects

Competencies

1: General profile
Typically vocationally training or has commercial experience
Acts within clearly defined group or with straightforward clients.
May enlarge client list
Typically works with moderate guidance
2: Technical expertise; building & maintaining
Developed expertise in own area and demonstrates competence in using a variety of techniques
2: Technical expertise; applying & anticipating
Applies knowledge/skills to a range of activities; acts as a source of expertise for others in own area
3: Client/organisation orientation; client response
Proactively acts to understand client needs and identify solutions to non-standard tasks/queries; actively creates opportunities
3: Client/organisation orientation; organisation understanding
Is aware of internal/external issues; applies to own role
3: Client/organisation orientation client response; costs
Takes action to monitor and control costs within own work horizons
4: Creating & delivering solutions; problem solving
Identifies key issues and patterns from partial/conflicting data; takes a broader perspective to problems and spots new, less obvious solutions
4: Creating & delivering solutions; planning & organising
Manages own time to meet agreed targets; develops plans in line with strategy developed elsewhere; forecasts resources and prepares schedules
5: Working relationship; communicating, negotiating & influencing
Adapts information/style to the audience, explains difficult concepts clearly, establishes consensus, attains agreement
5: Working relationship; teamwork, coaching & guiding
Promotes teamwork; motivates, coaches and guides others
5: Working relationship; networking
Creates informal networks with key contacts in client organisations

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.