

JOB DESCRIPTION

JOB TITLE	Business Development Officer
TYPE OF CONTRACT	Permanent, Full-time
RESPONSIBLE TO	Commercial Director
GRADE AND SALARY	Grade 4 £33,179 - £37,343 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week;(9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS INTERNAL	Commercial Director, Partnerships & Relationships Manager, Courses & Workshops Officer, Drama School Operations Manager, Space Management Officer, Admissions Manager, Short Course Leader, Short Course Lead Practitioner, Head of Marketing, AWP
EXTERNAL	Partners, Stakeholders, Exams Customers, Short Course Customer, LAMDA Leading Edge Customer, UK and International Drama Schools, theatre schools, schools, funders.
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) MATERNITY, PATERNITY AND ADOPTION PAY	Enhanced maternity, paternity and adoption pay will be made for eligible employees

(4) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(6) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(7) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(8) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(9) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(10) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(11) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket
(12) REWARDS MARKETPLACE	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

JOB PURPOSE

The Business Development Officer will play a key role in supporting LAMDA's commercial activities, with a particular focus on LAMDA Leading Edge (communications training), Short Course and LAMDA Exams and other business initiatives. This role involves a mix of administrative, research, and coordination tasks to ensure the smooth operation of commercial activities and partner and stakeholder interactions.

The ideal candidate will be highly organised, proactive, and capable of managing multiple responsibilities while maintaining a high level of accuracy and professionalism.

DUTIES AND RESPONSIBILITIES

1. Meeting Coordination and Support:

- Assist in arranging and coordinating internal and external meetings, including scheduling, logistics, and preparation of agendas.

- Collate and prepare relevant data, reports, and materials for meetings, ensuring all participants are well-informed and equipped.
 - Support follow-up actions post-meetings, including drafting minutes, tracking action items, and ensuring timely completion of tasks.
- 2. Research and Information Gathering:**
- Support the Commercial Director by conducting research to identify potential business leads, new markets, and opportunities for LAMDA
 - Gather and collate information required for meetings, proposals, and presentations, ensuring that data is accurate and up-to-date.
- 3. Client and Enquiry Management:**
- Manage incoming enquiries related to LAMDA Leading Edge communications training, effectively triaging requests and directing them to the appropriate internal contacts.
 - Provide professional and efficient responses to client queries, ensuring a positive and engaging customer experience.
 - Manage and respond to enquiries related to LAMDA Exams merchandise, providing accurate information and facilitating sales where applicable.
 - Support relationship development with Exams UK and International partners and customers, attending meetings with them and preparing follow up information, helping to grow the customer base.
- 4. Administrative Support:**
- Provide comprehensive administrative support to the Commercial Director, including diary management, document preparation, and coordination of travel arrangements.
 - Provide Administrative support to LAMDA Short Course and LAMDA Leading Edge leadership training division
 - Assist with raising Purchase Orders and related administrative tasks.
 - Assist in the administration of the LAMDA Exams grant-giving program, ensuring accurate record-keeping and timely processing of applications.
- 5. Data and Reporting:**
- Support the collation of data for regular and ad-hoc reports, ensuring accuracy and relevance.
 - Maintain databases and tracking systems for business development activities, ensuring data is up-to-date and accessible.
- 6. Other duties**
- To undertake other reasonable duties, relevant to the position as required by the Commercial Director

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Organisational Skills:</p> <p>Ability to manage multiple tasks simultaneously and prioritize effectively.</p> <p>Strong attention to detail in coordinating meetings, preparing reports, and managing data.</p> <p>Communication Skills:</p> <p>Excellent verbal and written communication skills for interacting with clients, colleagues, and stakeholders.</p> <p>Ability to create clear, concise reports and presentations.</p> <p>Research and Analytical Skills:</p> <p>Proficient in conducting research to identify leads, market trends, and relevant data.</p> <p>Ability to analyse and interpret information to support business decisions.</p> <p>Interpersonal Skills:</p> <p>Strong ability to build and maintain positive working relationships with internal teams and external partners.</p> <p>Customer-focused approach to managing enquiries and delivering high-quality service.</p>	<p>Entrepreneurial instincts</p> <p>Experience with CRM systems and databases for managing leads and client information.</p>	<p>CV/Cover letter/ Interview</p>

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<p>Technological Proficiency:</p> <p>Proficiency in Microsoft Office Suite, particularly in Word, Excel, and PowerPoint.</p> <p>Proficiency in video-conferencing platforms e.g. Zoom. Skype, Teams</p> <p>Time Management:</p> <p>Ability to work efficiently under pressure and meet deadlines.</p> <p>Proactive in managing follow-ups and ensuring timely completion of tasks.</p>		
KNOWLEDGE	<p>Business Development Principles:</p> <p>Understanding of the fundamentals of business development, lead generation, and client management.</p> <p>Market Research Techniques:</p> <p>Knowledge of effective research methods to identify new markets, clients, and business opportunities.</p> <p>Administrative Processes:</p> <p>Familiarity with administrative tasks such as scheduling, document management, and data collation.</p>	<p>An understanding of the performing arts, education, and cultural sectors, particularly in relation to LAMDA's mission and offerings.</p> <p>Awareness of the importance of effective communication training in various business contexts.</p>	CV/Cover letter/ Interview
EXPERIENCE	<p>Previous Roles:</p> <p>Experience in a business development or administrative support role, ideally within an arts, cultural, or educational environment.</p>		CV/Cover letter/Interview

	<p>Client Management:</p> <p>Experience in managing client interactions, triaging enquiries, and providing excellent customer service.</p> <p>Meeting and Event Coordination:</p> <p>Experience in organising and supporting meetings, including preparation, logistics, and follow-up.</p> <p>Report and Data Management:</p> <p>Experience in collating and presenting data, preparing reports, and maintaining accurate records</p>		
QUALIFICATIONS	Degree and/or equivalent relevant Industry Experience		Certificates (If applicable)
QUALITIES	<p>Proactive and Self-Motivated:</p> <p>A self-starter who takes initiative and is eager to contribute to LAMDA's success.</p> <p>Adaptability:</p> <p>Flexible and open to adapting to new tasks and changing priorities as needed.</p> <p>Passionate about the Arts:</p> <p>A genuine interest in the performing arts and education, with a desire to support LAMDA's goals.</p> <p>Team Player:</p> <p>Collaborative and able to work effectively as part of a team while also being capable of working independently.</p> <p>Ethical and Professional:</p> <p>Maintains a high level of</p>		CV/Cover letter/ Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	integrity and professionalism in all interactions and tasks		

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six-degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy's President.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.