



### Job Description

Social Enterprise Kent is an award-winning community organisation, passionate about improving lives and supporting communities in Kent & Medway. We believe in the power of social enterprise to effect positive changes in our communities, and the importance of partnership working in all sectors.

<b>Job title:</b> New Business & Partnership Officer	
<p><b>Main purpose of job:</b></p> <p>We are looking for a proactive, customer-focused New Business &amp; Partnerships Officer with a proven track record of securing new business and developing lasting partnerships to join our Business &amp; Skills team at SEK (Social Enterprise Kent). In this key role, you will lead on customer acquisition, promote our expanding range of training and consultancy services, and contribute significantly to revenue generation through strategic and targeted sales activity.</p> <p>You will be responsible for building and nurturing strong relationships across the VCSE, health and social care (HSC), and local business sectors, strengthening SEK's presence while supporting our commitment to social impact and community development.</p> <p>You will be commercially aware and able to align sales activity with organisational goals, pricing strategy, and income targets. This is an excellent opportunity for a results-oriented professional who enjoys engaging new audiences, developing trusted client relationships, and helping to deliver against an ambitious growth plan.</p>	
<b>Department:</b> Skills, Enterprise and Development	<b>Location:</b> Hybrid - Based at Ashford office 2 days with travel across Kent 3 days
<b>Position reports to:</b> Head of Business and Skills	<b>Position is responsible for:</b> N/A
<b>Length of contract:</b> Permanent	<p><b>Salary Band:</b></p> <ul style="list-style-type: none"> <li>• Base Salary: £27,000 (fixed)</li> <li>• Maximum Commission Bonus: £5,000/year</li> <li>• Total On-Target Earnings (OTE): £32,000</li> <li>• Commission is earned based on new income generated each quarter.</li> <li>• Paid in four instalments, subject to performance against quarterly thresholds.</li> <li>• Commission is only paid if the minimum income threshold is met.</li> </ul>

	<div>Quarterly Targets &amp; Commission Rates</div> <table><tr><th>Quarterly New Income Secured</th><th>Commission Rate</th><th>Bonus Earned</th></tr><tr><td>£0 – £12,500</td><td>0%</td><td>£0</td></tr><tr><td>£12,501 – £25,000</td><td>3%</td><td>£375 to £750</td></tr><tr><td>£25,001+</td><td>5%</td><td>£1,250 MAX</td></tr></table> <div><div><div>➤ Quarterly bonus cap: £1,250</div><div>➤ Annual bonus cap: £5,000</div></div><div><div>• Bonus is calculated and paid at the end of each quarter</div><div>• Income must be directly attributable to the postholder’s sales activity.</div><div>• Year-end reconciliation ensures annual cap of £5,000 is not exceeded.</div><div>• Commission is subject to organisational performance and may be adjusted or deferred in line with financial policy.</div></div></div>	Quarterly New Income Secured	Commission Rate	Bonus Earned	£0 – £12,500	0%	£0	£12,501 – £25,000	3%	£375 to £750	£25,001+	5%	£1,250 MAX
Quarterly New Income Secured	Commission Rate	Bonus Earned											
£0 – £12,500	0%	£0											
£12,501 – £25,000	3%	£375 to £750											
£25,001+	5%	£1,250 MAX											
<div>Hours of Work:</div> <div>Full-time (37.5 hours per week), office hours are between 9am-5pm (with ½ hour unpaid lunch and 2 x paid 15-minute breaks).</div>	<div>Additional information:</div>												

Key Responsibilities
<ul style="list-style-type: none"> <li>• Generate new leads and grow SEK's client base through outreach, networking, and relationship development.</li> <li>• Represent SEK at external exhibitions, events, and sector forums to promote services and build professional networks.</li> <li>• Promote SEK's training and consultancy services through tailored communication, strong proposals, and both digital and in-person engagement.</li> <li>• Build and maintain strong relationships with clients and partners across the VCSE, health and care, and business sectors.</li> <li>• Respond promptly to enquiries and guide clients toward suitable services, including bespoke training solutions where required.</li> </ul>

- Maintain a structured sales pipeline and accurately track activity, conversions, and outcomes using the CRM system.
- Support repeat business by following up with clients, gathering feedback, and identifying upselling opportunities.
- Collaborate with internal teams to align sales messaging, service delivery, and marketing campaigns.
- Contribute to income generation by supporting departmental revenue targets and providing regular updates on sales performance and client engagement to the Head of Business and Skills.

## Person Specification

	Essential	Desired
<b>Qualifications</b>	GCSE English and Maths or equivalent	Sales, Marketing or Business qualification
<b>Experience</b>	Minimum 2 years' experience in a sales, business development, or outreach role  Experience using CRM systems and maintaining a pipeline	Experience working in training, education, or VCSE sector  Knowledge of the health and social care sector
<b>Skills and Abilities</b>	Excellent verbal and written communication skills  Confident in building rapport and influencing others  Ability to work independently and as part of a team  Organised, efficient and results-focused	Proposal or quotation writing  Event promotion or B2B marketing experience
<b>Knowledge</b>	Understanding of basic sales principles and customer journey mapping	A strong professional network or existing customer base within the sector would be an advantage.
<b>Behaviours</b>	A strong focus on results and customer satisfaction.  Initiative, resilience, and the ability to adapt in a changing environment.  Professional conduct and collaborative working style.  Strong personal organisation and attention to detail.	
The successful candidate will demonstrate a strong alignment with Social Enterprise Kent's core values:		
<b>Respect</b>	Treats clients, colleagues, and partners with dignity, promoting growth and trust.	

<b>Continuous Improvement</b>	Seeks feedback and new approaches to improve service and personal performance.
<b>Deliver on Promises</b>	Takes responsibility and follows through with clients and colleagues.
<b>Socially Responsible</b>	Acts ethically and champions community benefit and impact in all interactions.
<b>Positivity</b>	Maintains a constructive, can-do approach even under pressure.
<b>Keep Things Simple</b>	Communicates clearly, avoids jargon, and promotes user-friendly processes.

#### **Additional Information**

- A valid driving licence and willingness to travel within Kent is essential.
- Occasional out-of-hours work may be required for events and networking.