

Assistant Director, Commercial Services, CBBC China (Beijing)

Package: Package: Competitive salary range between RMB 17,000 - RMB - 20,000 per month based on matched qualification and experience.

CBBC is recruiting an Assistant Director, Commercial Services to work within our China commercial team. The position will be based in Beijing. The Assistant Director, Commercial Services will embed quality control across the CBBC services suite and consultancy output from our sector teams – ensuring an outstanding customer journey with CBBC for all of our clients. The role will also support the work of Marketing & Communications in shaping communications content and marketing collateral.

This role reports to the Senior Director, Commercial, China and key responsibilities are summarised below.

About CBBC

CBBC has been at the heart of the UK-China trade relationship for more than 65 years – we are the UK business network for China and the independent voice of business within this relationship. We are the only bilateral business network with longstanding and deep relationships and access to both the UK and China Governments. As such, through membership we help UK companies develop and grow their business with China, and Chinese companies expand and invest in the UK. We offer practical in-market assistance, services, industry initiatives and a membership programme delivering access, market intelligence, seminars, and networking through our network of 10 locations in China and across all UK regions.

For more information about us, please visit our website at www.cbbs.org.

Main duties and responsibilities

- Manage the Commercial Services Team providing guidance and direction to embed quality control standards throughout our client work and customer journey.
- Oversee all project delivery in China (e.g. market research, market development, partner identification and consultancy) and seek to identify and develop business opportunities in China for UK businesses through our products and services.
- Participate in scoping calls with Sector teams and offer guidance to their understanding and delivery of proposals / quotations to meet the exact specifications of client briefs.
- Deliver continuous improvement in the standards of our proposals, quotations and delivered work.
- Providing the necessary training to staff in order to achieve uplift in project conversions and customer satisfaction.
- Provide guidance and direction on quality control to Project Managers and the Research Team.
- Identify areas for optimisation across our existing service portfolio and enrich our China Gateway offering.
- Proactively manage day-to-day relations with clients and other key stakeholders.
- Create a culture of excellence in terms of client experience, project management efficiency and quality of delivery.

- Possess the analytical skills and understanding of knowledge management systems to interpret data and inform decision making.
- When required, service CBBC clients. This could include researching and compiling in-depth market reports for clients, advice on market entry into China and market insights.
- Edit and proofread commercial and communications documents as required in an executive editor capacity.

Requirements of Job Holder

The ideal candidate will work effectively in a cross-cultural team environment and have experience in delivering high standards of business reports.

- Native English Speaker with excellent copywriting and editing skills in English language
- Degree level education, ideally with a background in business, management, business information systems, English language or a China related discipline.
- Experience in research methodology, project management and client relationship management
- Experience in managing teams and managing multiple projects remotely across multiple locations
- A clear client focus and an ability to work in partnership with key stakeholders
- Experience of quality management function in previous role
- Self-motivated, disciplined and able to work independently with strong attention to detail.
- Highly organised, practical, persuasive and target-driven
- Effective team-working ability, outgoing personality and able to communicate effectively with a wide network of people from diverse cultural and professional backgrounds
- Ability to multi-task and work across a diverse range of projects frequently
- Around 6 - 8 years' experience in international research, consulting or client project fulfillment, with ideally 3 - 4 years working in China
- Proficiency using PowerPoint, Excel and Word and CRM systems (Essential) Design software (Desirable)
- Eligible to work in China

Interested candidates are invited to send a letter explaining how your personality and experience meet our requirements together with detailed CV to the following email address: CBBCHR@cbbc.org.cn. Please use "**Assistant Director Commercial Services – Candidate Name**" as the subject of the email.

The closing date for application is **11th December 2020**. We encourage early applications. We will be reviewing applications as they come in therefore you may be contacted before the closing date if we wish to take forward your application. We regret that only short-listed candidates will be notified.

Start date: As soon as possible

Telephone enquiries and personal visits will NOT be accepted.