



## Role Profile/Job Spec – Business Development Manager

<b>Service</b>	<b>Fleet and Commercial</b>
<b>Job title</b>	<b>Business Development Manager</b>
<b>Post No</b>	-
<b>Salary Grade</b>	-
<b>Hours</b>	<b>40 hours per week</b>
<b>Responsible To</b>	<b>Head of Fleet and Commercial</b>
<b>Responsible For</b>	<b>Business Development Officer</b>

### Role Purpose

1. To build commercial capability and drive the growth of Greener Ealing Ltd (GEL) by identifying new business opportunities from multiple sources.
2. To develop and manage new pipeline business prospects to meet set sales for monthly, quarterly and annual targets.
3. To assist with bid processes.

### Key Tasks

1. Arrange meetings with prospective clients to promote GEL's services.
2. Work with bid team in preparation of sales tender bids.
3. Create development plans, identify emerging trends and potential areas for growth.
4. Identify market opportunities through meetings, networking and other channels to add to GELs portfolio of services.
5. Conduct research to identify new markets and customer needs.
6. Work with internal teams to develop sales and marketing strategies.
7. Attend external events such as exhibitions, fairs and conferences.
8. Produce weekly/monthly consolidated data reports for management.
9. Develop a growth strategy focused both on financial gain and customer satisfaction.
10. Prepare a pipeline of sales growth short, mid and long term.
11. Achieve set sales for monthly, quarterly and annual sales targets
12. Provide trustworthy feedback and after-sales support. Ensure detailed records are maintained of client liaisons and potential new sales.
13. Work closely with the finance team on the new contracts and the financial proposals: prepare sales contracts ensuring adherence to law-established rules and guidelines.
14. Achieve and exceed monthly, quarterly and annual set sales targets.



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15. Build and maintain long-term relationships with new and existing customers.
16. Build and maintain a professional/ethical relationship with all GEL employees, ensuring all communications are clear and accurate.
17. Manage, lead as well as and oversee subordinates in the Commercial team to achieve set goals and targets
18. Undertake training as required to develop and enhance skills.

### Vision and Values

Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.

### Notes:

The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the department, as directed by the line manager.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
<b>Qualifications</b>	Qualification in business administration or extensive sales experience.  Full UK driving licence (Max of 3 penalty points).	Degree level qualification.	Application/interview/Licence
<b>Relevant Experience</b>	Proven experience of using a range of Microsoft IT systems including excel.  Proven experience as a business development manager, sales executive or a similar role.  Ability to analyse sales figures and write reports	Market knowledge of environmental services  Experience in LATCOs or commercial waste services	Application/Interview



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<b>Skills and abilities</b>	<p>Excellent communication skills both written and verbal.</p> <p>Negotiation and problem-solving skills.</p> <p>Ability to persuade, motivate and influence effectively</p> <p>Ability to work effectively as part of a team and to work flexibly across teams to meet deadlines and work demands and priorities.</p> <p>Ability to work to a high degree of accuracy.</p> <p>Able to work closely and establish positive relationships with internal and external stakeholders.</p> <p>Knowledge and understanding of Equal Opportunities and diversity issues.</p>	<p>Highest standards of personal integrity.</p> <p>Commitment to highest levels of sales/service delivery.</p> <p>Take responsibility and adopt company ethos.</p> <p>Willingness to learn and undertake training where applicable.</p>	<p>Application/Interview</p>
<b>Specialist working conditions</b>	<p>Flexible in hours of work.</p> <p>Will be required to travel for business needs.</p>	<p>N/A</p>	

### Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of *being recognised as one of the leading environmental services providers in West London and across the capital.*

1. **Customer comes first** – remembering our purpose and doing the very best for the people we serve.
  - We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.



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- We don't achieve this unless we treat our customers as we would like to be treated ourselves.
2. **Collaborative** – with workmates and others.
- We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
  - We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users
3. **Caring** – about the health safety and welfare of our employees.
- We achieve this when we - take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy work-life balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
  - We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each other's backs.
4. **Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.
- We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
  - We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.