**Job Description**

|  |  |
| --- | --- |
| **Job Title** | Business Development Manager |
| **Division** | Warner Howard |
| **Reports to** | Managing Director |

**Key Purpose**

* To identify, target & win new business from new customers.
* Target large multi sited end users to be fulfilled by our existing customers.
* Target other hygiene companies that can resell our products.
* Target cleaning & janitorial supplies companies that can resell our products.

**Key Tasks**

* Building, maintaining & closing your own pipeline.
* Work with BDM’s & SD’s involved in project Unity to unearth cross selling opportunities in other Specialist Group customers.
* Work with phs Direct/Mayflower to identify cross selling opportunities from existing washroom & hygiene supplies customers.
* Manage time effectively to ensure you achieve maximum productivity, efficiency & revenue.
* Exceed sales targets.
* Understand customer needs and requirements identify the opportunities to build pipeline and close deals.
* Maintain accurate records of all prospective customer communications.
* Respond to customer enquiries efficiently and within timescales.
* Use excellent verbal & written communication skills when talking to both existing & prospective customers, use appropriate propositions and ethical sales methods to achieve objective and or business growth.
* Embrace methods of working practice and development of a "can do "will do” approach.
* Adopt best practices within the team, share and highlight areas where the team and our customers can benefit either through different ways of working or approaches

### Dimensions

Does the role have any direct or indirect responsibility for financial budgets or company assets? **Yes**

Personal Targets contribute to the Team and Division achievements.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

**Knowledge & Experience**

* Proven track record success in B2B sales
* Excellent communication skills including questioning skills
* Ability to demonstrate good business understanding and ability to engage at all levels in business.
* Solid understanding of financial intricacies
* Advanced level MS Office suite skills

**Creativity**

It is necessary for the jobholder to be able to:

* Ability to work on own initiative
* To use personal judgement and initiative to develop effective and constructive solutions to for the customers and overcome challenges and obstacles as part of daily activities

**Decisions and Ownership**

* Negotiate and make pricing decisions for the customer that supports the aims of Warner Howard.
* Delivery of targets and/or objectives
* Handle any customer issues as they occur, and assist customer service, or the customer, to resolve them to a satisfactory conclusion.
* Provide line manager/ business with KPI’s/customer information as required
* Attend training to develop relevant knowledge, techniques and skills.
* To work with others in your team, sharing ideas on how best to serve the customer
* Demonstrate PHS Core Values: Professionalism, Teamwork, Trust and Honesty

**Contacts and Communication**

|  |  |  |
| --- | --- | --- |
| Internal | Team members and other functions including Operations, Credit Control, Procurement, Stock Control, Customer Services | 15% |
| External | Customers | 85% |