**Job Description | Business Development Manager: Windows & Specialist Cleaning**

Reporting to the Divisional Sales Director, Soft Services, you will be responsible for the development and implementation of a programme of activity to build senior level relationships with current and potential customers, alongside leading and converting sales opportunities that arise.

**Roles and Responsibilities:**

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| **Tenders, Costing and New Business Opportunities** | |
| **New Business Opportunities** | * Own and achieve / exceed your personal annual sales targets within the soft services division * To source, lead and manage UK new business development opportunities within the window & specialist cleaning sector. * Ensure development of sustainable pipeline, quality of work and key accountable measures are achieved across all areas of an opportunity * Build and maintain strong, long-lasting customer relationships * Partner with customers to understand their business needs and objectives, captured in Deal Plans to effectively convert into profitable sales for the division * Effectively communicate the value proposition through meetings, proposals and presentations * Management of commercial and contractual negotiations with the customer, in conjunction with internal commercial and legal departments * Effective hand over of new business won to operational mobilisation teams * Build and maintain accurate and key information as part of the deal capture process and record within the Deal Plan. * Ensure that all information recorded within Salesforce.com is always fully up to date and compliant. |
| **Tender, commercial and contractual management**  (New business & retender activity) | * Design win strategies with the solutions and bid teams for bids and sales projects. * Manage / ensure all commercial and contractual processes are followed in line with Group requirements * Oversee, prepare and assist in the writing of PQQ / RFI / tender responses in conjunction with client solutions bid management function * Facilitate sign off for tender and commercial documents through the preparation of divisional and board sign off packs. |
| **Team Support** | |
| Bid, Commercial & Legal | * Collaborate with legal, bid and pricing functions to promote productivity. |
| Internal SME/functions | * Collaborate with leads, stakeholders and operational teams of relevant divisions and functions required in the business development process. |
| Marketing | * Working alongside marketing to identify target customers and go to market propositions * Assist in the development of marketing campaigns for your designated sector. |

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| **Skills & Experience** |
| * Experience of sales within window cleaning and / or specialist cleaning a distinct advantage * Proven experience of delivery strong consistent win ratios against target * Highly numerate with the ability to understand commercial negotiations * A commercial thinker with the ability to understand and guide commercial negotiations * Good interpersonal skills, influence and impact, working with others * A strong quality orientation and commitment to continuous improvement * An influential and persuasive communicator, with a high standard of written and verbal communication skills * A clear and strategic thinker, able to offer new and innovative solutions. * Excellent people management and interpersonal skills. * Ability to identify, establish and maintain sustainable pipeline to achieve targets * Able to relate with people on many different levels and build effective relationships with them * Able to make effective presentations using varied media * Ability to challenge senior stakeholders where required, to gain buy-in and acceptance of developed solution and sustainable pricing that meets client requirements * Ability to work well under pressure and in a deadline-driven environment * Excellent organisational and project management skills * Excellent communication and stakeholder management skills * Proficient MS Office skills * Ability to think strategically and balance multiple inputs * Ability to solve problems and complex issues and secure the buy-in of others * Highly developed written and presentational skills with strong attention to detail * Strong management and resilience with ability to adapt styles to the audience and outcomes. |