Role and responsibilities

Identity

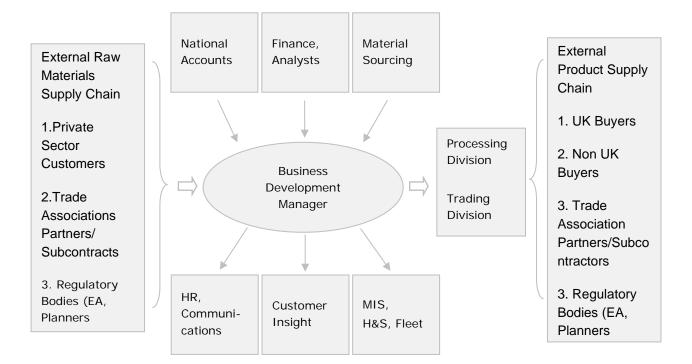
Position title	Business Development Manager
Line Manager title	Regional Sales Manager
Grade	9

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To promote and deliver SUEZ's regional development strategy. To identify development opportunities, ensuring SUEZ are invited to bid for strategically important regional contracts, thereafter acting as the central commercial interface in providing the proposition to the client, negotiating, winning and implementing.	
Within	The limits of authorisation laid down by the company Policies and Procedures	
According to	The targets set out by Regional Sales Manager (reflecting SUEZ's overall strategic objectives)	

Key stakeholder interaction network



Ideal candidate experience

Background / Experience – minimum of 2 years experience in senior sales role, ideally having negotiated large corporate / institution procurement processes within a service industry. Operational experience (a benefit but not essential)

Specific Knowledge – comprehensive knowledge of the practices of the UK's waste and resource management industry;

Business understanding – strong financial/commercial understandings with track record of successfully winning and developing large customers.

Compliance – understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment.

Customers (external and internal) – experience of managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profit levels.

People – open communication skills, experience of building successful teams.

Area one - People/Leadership

Details		Delivery measure
To operate an open a environment of TRUS	and inclusive communication style that builds	
In order to	maximise employee engagement to deliver excellent customer service enhancing profit.	

Area two - Proposition Opportunity

Details		Delivery measure
proposition, buildi	regional Sales Manager the SUEZ regional sales ng SUEZ profile within the market place and ket position for the brand.	KPI Sales Activities – Pipeline to Submission to Conversion
	ssional tender responses and undertake client ecting SUEZ values and standards.	
To identify, track and develop a portfolio of potential clients, communicating the stages of the tender process to ensure SUEZ are invited to bid for all strategically important regional business, identifying the resources required in formulating the tender response.		
In order to	ensure growth is profitable and in line with Regional	expectations

Area three - New Business Development (Growth)

Details		Delivery measure
negotiations, conf	oid manager for individual contract iguring a SUEZsolution to include cost hnical submissions, in line with the SUEZ s procedure;	Achieve or Exceed Net Revenue Targeted Growth
	Stakeholders tenders and bid for new ith bidding timeframes;	Achieve or Exceed Tonnage
	oth implementation of new business, liaising ers to ensure customer experience is positive;	Internalisation Targets
Regularly benchm competitiveness v	nark competitors offering to assess our vithin market;	
To deliver revenue and profit margin against Region's expectations and individual sales targets.		
In order to	ensure a profitable competitive offering	

Area four - P&L Optimisation (Margins)

Details		Delivery measure
to initial trade pattern Ensure cost of contra	the quality of sale and margin from negotiation confirmation; ct generation is in line with agreed KPI ication, qualification, visit, conversion.	New Business Net Revenue Margin Improvement
negotiations with client operations / client bel	ity is in line with expectations, undertake re- nt and internal stakeholders if adjustments to naviour is required to ensure maximum benefit; contractual obligations to create value – adds	
In order to	achieve or exceed your Regional P&L and other	er financial targets.

Area five - Customer Relationship (Retention)

Details		Delivery measure
the best possible cus To engineer and ensi	nment of right first time to give the customer tomer experience. ure New Customer process is open and positive customer experience and creation of	Regional Customer Portfolio Attrition %
To engage in customer feedback to ensure service offerings are relevant to customer's expectations.		Retention of New Business Yr 1 Trade.
To re-gain existing major contracts, undertaking lead negotiation responsibility for detailed and involved contract re-negotiations		
In order to provide the optimum customer experience and retain our customer portfolio		retain our customer portfolio

Area six - Over and Above

Details		Delivery measure
To actively promote and engage with O&A initiatives, relating staff activities to the customer experience and actively coaching / discussing thereof		Regional O&A Promise Score
To actively review Red Flag incidents and working with colleagues take corrective actions in staff performance and/or process amendments to ensure no repetition of incident.		
In order to	maximise positive customer experience and en	hance profitability.

Area seven - Market Intelligence and Networking

Details	Delivery measure
To evaluate and feedback to Regional Business Owner / Sales Manager reasons for non successful tender submissions, changes within competitor approaches, competitor structures, service level operations, pricing structures, movement of key staff, change (potential) in legislations/regulations and opportunities it may create	Annual Increase in Regional Market Share based on CI calculations

In order to	maintain and grow market share for business by understanding market trends and likely evolution patterns

Area eight - Compliance

Details		Delivery measure
business efficiency a	port a culture within the region that focuses on nd compliance with statutory regulations, d objectives – paying particular attention to ramme	Severity Rate
In order to operate in a compliant and safe manner protect the environment and our reputation		ting our staff, our stakeholder,

Please note

- 1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
- 2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.