

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
<p>To operate an open and inclusive communication style that builds environment of TRUST.</p>	
<p>In order to</p>	<p>maximise employee engagement to deliver excellent customer service enhancing profit.</p>

Area two - Proposition Opportunity

Details	Delivery measure
<p>To develop with Regional Sales Manager the SUEZ regional sales proposition, building SUEZ profile within the market place and developing a market position for the brand.</p> <p>To develop professional tender responses and undertake client presentations reflecting SUEZ values and standards.</p> <p>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.</p>	<p>KPI Sales Activities – Pipeline to Submission to Conversion</p>
<p>In order to</p>	<p>ensure growth is profitable and in line with Regional expectations</p>

Area three - New Business Development (Growth)

Details	Delivery measure
<p>To act as central bid manager for individual contract negotiations, configuring a SUEZsolution to include cost modelling and technical submissions, in line with the SUEZ financial approvals procedure;</p> <p>Develop with Key Stakeholders tenders and bid for new contracts in line with bidding timeframes;</p> <p>To ensure a smooth implementation of new business, liaising with all stakeholders to ensure customer experience is positive;</p> <p>Regularly benchmark competitors offering to assess our competitiveness within market;</p> <p>To deliver revenue and profit margin against Region's expectations and individual sales targets.</p>	<p>Achieve or Exceed Net Revenue Targeted Growth</p> <p>Achieve or Exceed Tonnage Internalisation Targets</p>
In order to	ensure a profitable competitive offering

Area four - P&L Optimisation (Margins)

Details	Delivery measure
<p>Consistently monitor the quality of sale and margin from negotiation to initial trade pattern confirmation;</p> <p>Ensure cost of contract generation is in line with agreed KPI standard, from identification, qualification, visit, conversion.</p> <p>Ensure margin integrity is in line with expectations, undertake re-negotiations with client and internal stakeholders if adjustments to operations / client behaviour is required to ensure maximum benefit;</p> <p>Engineer room within contractual obligations to create value – adds on out of scope work.</p>	<p>New Business Net Revenue Margin Improvement</p>
In order to	achieve or exceed your Regional P&L and other financial targets.

Area five - Customer Relationship (Retention)

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

Area six - Over and Above

Details	Delivery measure
<p>To actively promote and engage with O&A initiatives, relating staff activities to the customer experience and actively coaching / discussing thereof</p> <p>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.</p>	<p>Regional O&A Promise Score</p>
In order to	maximise positive customer experience and enhance profitability.

Area seven - Market Intelligence and Networking

Details	Delivery measure
<p>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</p>	<p>Annual Increase in Regional Market Share based on CI calculations</p>

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

Area eight - Compliance

Details	Delivery measure
To promote and support a culture within the region that focuses on business efficiency and compliance with statutory regulations, company policies and objectives – paying particular attention to “Safety in Mind” programme	Severity Rate
In order to	operate in a compliant and safe manner protecting our staff, our stakeholder, the environment and our reputation

Please note

- 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.
- 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.