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## **Job Title: Business Development Manager - London**

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### **Responsibilities:**

The Business Development Manager will be accountable to the Sales Director and will collaborate with other directors, the sales team, and office personnel. The primary role is to identify and pursue new business opportunities and sales leads, primarily through self-generated efforts. Additionally, the manager will present the company's range of services to clients, communicate new service developments to current and potential clients, and establish and strengthen relationships with new contacts. The manager will actively participate in presentations and tenders, while maintaining excellent communication with other departments during the mobilisation process.

### **Key Responsibilities:**

1. Meet and exceed revenue and margin targets in support of overall sales objectives.
2. Conduct market research to identify opportunities that align with company sales strategy plan and goals.
3. Collaborate with the Sales Director to implement sales strategies in line with company objectives.
4. Ensure the equal promotion of hard and soft FM (Facilities Management) services, presenting the full range of services to potential clients either as a single service line or a TFM -supported with hard FM subject matter experts.
5. Allocate sufficient time to generate new appointments with potential clients to maintain a consistent pipeline of opportunities.
6. Perform outbound telemarketing and cold calling, following up with leads in a timely and professional manner.
7. Attend sales appointments, handling all sales inquiries in accordance with guidelines, SOPs, and standards.
8. Gain a comprehensive understanding of client requirements and develop tailored sales proposals with bid support given
9. Handle all telephone calls promptly and professionally.
10. Maintain effective communication with clients during the mobilisation process, identifying further commercial opportunities.
11. Communicate identified opportunities to the Sales Director.
12. Self -Manage a productive and efficient sales appointment schedule.
13. Ensure accurate record-keeping in existing databases.
14. Perform necessary business and sales administration duties as requested by the Sales Director.
15. Occasionally attend industry events to provide feedback and market trend information.
16. Take full responsibility for achieving sales targets.
17. Maintain comprehensive records of activities, figures, forecasts, and other relevant sales performance metrics.
18. Promote positive organisational culture and align work with company six values, vision, and mission.

19. Drive business growth as part of the sales team, dedicating three days a week to prospecting and generating new business.
20. Utilise various research methods, including online tools like LinkedIn, to target businesses and key contacts.
21. Schedule a targeted number of qualified appointments per week as directed by the Sales Director.
22. Travel to prospective customer sites for appointments, surveys, and quotes.
23. Handle price negotiations and objections.
24. Cultivate and manage new business relationships until closure.
25. Carry out additional tasks to maximise sales revenue.
26. Note that this role is focused on generating new business and does not involve account management.
27. Build a strong pipeline of top 30 upcoming opportunities throughout year

**Requirements:**

- Minimum 2-5 years of sales experience, ideally in the cleaning or related industries
- Demonstrated experience selling contracts valued between £50K to £1M+ per year
- Persuasive communication and presentational skills
- A powerful desire to succeed
- Self-motivation and initiative to seek out new opportunities
- Drive, tenacity, and excellent prospecting abilities
- Located within a one-hour commute of either Bracknell or London Bridge
- Valid UK driver's license
- Experience selling into office/corporate/ managing agent sector preferred but not required

**Core Competencies:**

- Bachelor's degree or equivalent education or long work history of experience
- Minimum 2 years' experience in a similar role demonstrating success in a competitive environment
- Strong organisational skills with an ability to work well under pressure and meet deadlines
- Articulate, creative, and innovative with excellent communication skills
- Strong numerical acumen and attention to detail
- Proficient in Microsoft Excel, word, and PowerPoint
- Highly customer-focused
- Professional appearance and demeanour
- Driven, flexible, quick-thinking, outgoing, and enthusiastic with a determination to succeed

- Proven record of accomplishment of meeting targets
- Knowledge and adherence to all relevant legislative requirements

**Other Responsibilities:**

Other duties may be assigned by the Sales Director as part of the business development role. These may include attending team meetings or training sessions, assisting with the development of sales strategies, providing input on marketing materials, and maintaining accurate records of sales activities. The Business Development Manager should also stay up to date with industry trends and developments, actively seeking opportunities to improve their knowledge and skills.

Overall, the Business Development Manager plays a critical role in driving new business for the company. Their focus is on identifying and pursuing new sales opportunities, developing relationships with potential clients, and closing deals. The manager must possess strong sales and communication skills, be self-motivated and proactive, and have a powerful desire to succeed.