|  |  |
| --- | --- |
| **Job Title** | Business Development/Sales Support |
| **Business Unit** | RHG |
| **Department.** | Sales |
| **Location** | Manchester/Leeds |
| **Reports to (direct)** | Head of Business Development  |

**Main Purpose of the Role:**

The **Business Development Manager** will be responsible for generating new business opportunities, managing customer relationships, and driving sales within the commercial and heritage relocation sector. This role will combine lead generation and customer management to ensure business growth and high levels of customer satisfaction. The ideal candidate will have strong sales and relationship-building skills, with a keen focus on achieving targets and developing a strong pipeline of opportunities.

**Key Responsibilities:**

**Business Development & Lead Generation:**

* Identify and generate new business opportunities for commercial and heritage relocations in both public and private sectors.
* Develop and maintain a robust pipeline of potential customers through networking, referrals, and proactive outreach.
* Set up appointments for the Sales Team on larger opportunities and convert leads into sales opportunities.
* Discover and nurture cross-selling opportunities within the Restore PLC group companies.
* Utilise CRM systems to track leads, manage customer data, and maximize lead conversion potential.
* Actively participate in networking events, exhibitions, and industry conferences.

**Sales & Quoting:**

* Prepare proposals and quotations for potential customers to support the sales team when required.
* Work closely with internal teams to develop competitive pricing strategies.
* Assist in contract negotiations and ensure favourable terms for the company.

**Customer Relationship Management:**

* Support senior account managers in managing key customer relationships.
* Act as the main point of contact for customers, understanding their needs and delivering tailored relocation solutions.
* Provide exceptional customer service to ensure customer satisfaction and repeat business.
* Assist in preparing and presenting project plans, timelines, and cost estimates to customers to support the sales team when required.

**Project Coordination:**

* Coordinate the logistics and resources required for commercial and heritage relocations.
* Liaise with internal teams and external contractors to ensure smooth execution of relocation projects.
* Track project progress, ensuring deliveries are on time and within budget.

**Reporting & Performance Management:**

* Prepare regular pipeline reports and updates for the Head of Business Development.
* Participate in weekly business development meetings and follow up on agreed actions.

**Key Skills & Competencies:**

* Proven experience in business development, sales, or customer management.
* Strong negotiation and communication skills.
* Ability to research market trends and identify business opportunities.
* Strong organisational and time management skills, with attention to detail.
* Ability to work independently and as part of a team in a fast-paced environment.
* Proficiency in CRM software and Microsoft Office Suite.
* A proactive and results-driven approach.
* Ability to travel to customer sites and company branch locations as required.

**Standards & Compliance:**

* Ensure all activities align with company policies and industry standards.
* Adhere to health and safety, quality, information security, and environmental policies.
* Report any incidents related to health & safety, quality, or business continuity to the relevant manager.

**Additional Information:**

* **Hours of Work:** Hybrid – 3 days in the office, 2 from home, 9 am – 5:30 pm, five days per week.
* **Salary & Benefits:** Competitive salary, training opportunities, and career progression within the company.

**Job Holder:** ……………………………………….. Date: ……………………….
**Manager:** ………………………………………….. Date: ……………………….

This job description outlines the primary responsibilities of the role and is not an exhaustive list. The role may evolve as business needs change.