



H+K INTERNATIONAL

JOB DESCRIPTION

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| JOB TITLE: | BUSINESS DEVELOPMENT MANAGER |
| LOCATION: | UK |
| DEPARTMENT: | Strategic Accounts |
| REPORTS TO: | Alessio Iera |
| GRADE: | |
| DATE: | 2023 |

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| JOB PURPOSE: | Reporting initially to the head of the account, the broad outline of the role (cis to help the new business team to identify and on-board in a controlled way new customers that will provide future streams of revenue. |
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| BUDGET: ??? | | |
| EMPLOYEES: | No of Direct reports: | 0 |
| | No. in total team (departmental) | 3 |

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| PRINCIPAL ACCOUNTABILITIES: | |
| 1 | Support with the onboarding of new customers (procurement/engineering liaison/ financing), |
| 2 | General Account Administration working to departmental/business KPI's |
| 3 | Site and customer visits to progress with on-boarding of new customers, new restaurants and remodels orders |
| 4 | Liaising with other internal departments to facilitate a smooth process from quote through to post shipment after sales care on both projects and resupply and talk to suppliers when needed |
| 5 | Data review of incoming info on equipment and rework it for relevant departments internally |

NATURE AND SCOPE:

Reporting to the Director of New Business Development, the role will be to provide a high standard of account management across a range of accounts. The role will be split between office based working within a small team and market visits across UK and Europe.

The candidate will need to be resourceful, able to work in a technical and commercial environment and able to manage from a to z the first orders and interact externally with customers and internally with various departments

Candidate must be customer centric, a team player, flexible, have the ability to organise and prioritise workload, be proactive and project manage high value orders. The role requires good understanding of processes with defined deadlines, high levels of energy and basic technical understanding of electrical and refrigeration principles.

Understanding of restaurants operations is a desirable requisite.

The candidate will be expected to achieve both our internal KPI's and personal sales targets. They will also need to liaise with internal stakeholders i.e. purchasing, engineering etc to ensure that the order process runs smoothly and without delay for our customers. The candidate will be required to work and present costs and pricing in line with company's expectations.

The candidate will be required to work in autonomy and with great attention to details. The candidate must be willing to challenge existing processes; strength of character will be a prerequisite.

It is essential that the candidate has the ability, ambition and flexibility to move to the next role

PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE |
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| Education / Qualifications (Academic, Professional and Vocational) | Educated to at A level standard (or equivalent) with good quality of grades in a technical area | Relevant degree or vocational training pertinent to the role French German |
| Experience | Business Development and / or Account Management admin & customer service Project Management experience/ exposure | Technical sales ideally working in a product and project led environment requiring interpretation of drawings |
| Technical Knowledge | Basic knowledge of electrical and refrigeration principles | Background within another KES, OEM, Distributor or within customer environment would be desirable. |
| Skills and Behaviors | Confident and with the ability to build rapport quickly and easily with customers and | Able to multi task and prioritise workload effectively to meet deadlines and internal KPI's. |

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| | <p>internal stakeholders through various media</p> <p>Process and admin driven</p> <p>Customer Centric attitude</p> <p>Strong verbal and written communication skills</p> <p>Planning and Organising</p> <p>Technical</p> <p>Creativity</p> <p>Time Management</p> | |
| General | <p>Strong team player and driven to succeed in a customer orientated environment</p> | |