Job Title:  **Sales and Business Development Manager**

Salary: Competitive

FT/PT: Full Time - 37 hrs per week

Reporting to: General Manager

Location: Spruce Office, 308 Broomloan Road, Ibrox, Glasgow G51 2JQ

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| Role |
| The post holder will be responsible for the continued development of Spruce’s Sales and Business Development activities covering commercial sales, domestic sales and donor development.  **Commercial Sales** – the post holder will be directly accountable for ensuring we have sufficient opportunity to meet our annual sales plan and have a strong forward pipeline. Building strong customer relationships across the Commercial, Public and Voluntary Sectors will also form an important part of the role.  **Domestic Retail** - taking accountability for our small, but very successful, domestic retail sales channel, ensuring we hit our annual sales target and deliver outstanding customer service.  **Donor Development** – working with the wider Spruce team to develop a clear and effective donor strategy that allows Spruce to access sufficient volumes of good quality reuse/donated post manufacture carpet from manufacturer/suppliers across the UK. |
| Duties and Accountabilities |
| **Sales**   * Achieve agreed budgeted sales targets across our range of customer segments * When appropriate, update the company’s commercial pricing model and input to retail pricing model as required * Manage and develop the Spruce retail offering * Input to the annual budgeting and forecasting process as required * Lead on commercial tendering opportunities via the agreed tender process * Liaise with the Operations Manager to ensure Spruce has sufficient stock quantities of re-use floor coverings available to meet demand * Ensure all sales are processed accurately within the sales invoice and recording system * Ensure all sales activity meets appropriate quality standards as defined by Spruce’s Revolve re-use accreditation   **Market Development**   * Lead on the production and maintenance of a Market Development Strategy for Spruce covering public, private and third sector opportunities * Actively source and engage with current and new donors to secure good quality reuse/diversion materials * Lead on the creation of an account management approach to existing and new commercial customers * Establish a clear and productive approach to working with Housing Association and Voluntary Sector partners * Raise awareness of Spruce Carpets by leading on the development of relevant networks and promotional activities * Provide the Board and General Manager with appropriate progress updates (written and oral) as required   **People Management**   * Provide clear leadership to immediate reports and wider groups of colleagues * Manage effectively a small but experienced team of sales staff to assist in the achievement of company sales targets; deliver excellent customer service by team and self; and adhere to internal administrative procedures and processes * Undertake periodic staff performance reviews   **Other Requirements**   * Engage with and include all staff members (paid or otherwise) in the workplace and treat them with respect * Adhere to the values of Spruce Carpets through inclusion and respect for all * Minimise any negative environmental impacts of our work * Represent and promote Spruce in a responsible, professional and accurate manner at all times * Arrange for the training and development of volunteers who wish to develop knowledge and skills in sales and marketing * Ensure all aspects of Health and Safety relevant to this role are adhered to |
| Qualifications, skills and experience |
| **The following skills, qualities and experience are deemed essential to the post:**   * Excellent direct engagement networking and key account management skills * Proven people management skills and leadership qualities * Significant experience of delivering sales presentations to a range of audiences using a mix of media * Excellent influencing and negotiation skills * In-depth knowledge and experience of sourcing tender opportunities and preparing commercial tenders * Capacity to undertake floor coverings surveys and estimate customers’ needs and price appropriately – all necessary training and support will be provided * High level of attention to detail * High level of numerical accuracy and effective written communication skills. * Experience of preparing activity and performance reports for line management and board review * Proficient IT skills including, as a minimum, experience of using Microsoft Word and Excel packages and email * Full driving licence and access to own vehicle insured for business use * Demonstrable capacity to be flexible across a range of job tasks in view of the small size of team the successful candidate will be joining * Proven ability to work collaboratively with all other colleagues * General working knowledge and awareness of health and safety in the workplace   **The following skills, qualities and experience are deemed desirable to the post:**   * Knowledge of carpets, carpet tiles and vinyl market trends and related pricing strategies * Experience in the floor coverings industry or similar trade sector * Practical experience of reaching, engaging and selling to existing and new partners using social media * Understanding and/or empathy of the barriers to employability individuals from disadvantaged backgrounds |

To apply, please submit your CV, a covering letter detailing your experience and suitability for the post and your current salary to: [info@sprucecarpets.org.uk](mailto:Nicole.salmon@westscot.co.uk).

Alternatively, you can post your completed application to: 308 Broomloan Rd, Glasgow G51 2JQ

**Closing date for applications is 7th May 2021.**

**Previous candidates need not apply.**