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
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| 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
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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.

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.**