



Together,
we are a team

Business Support Executive

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**Trust
Tobermore**

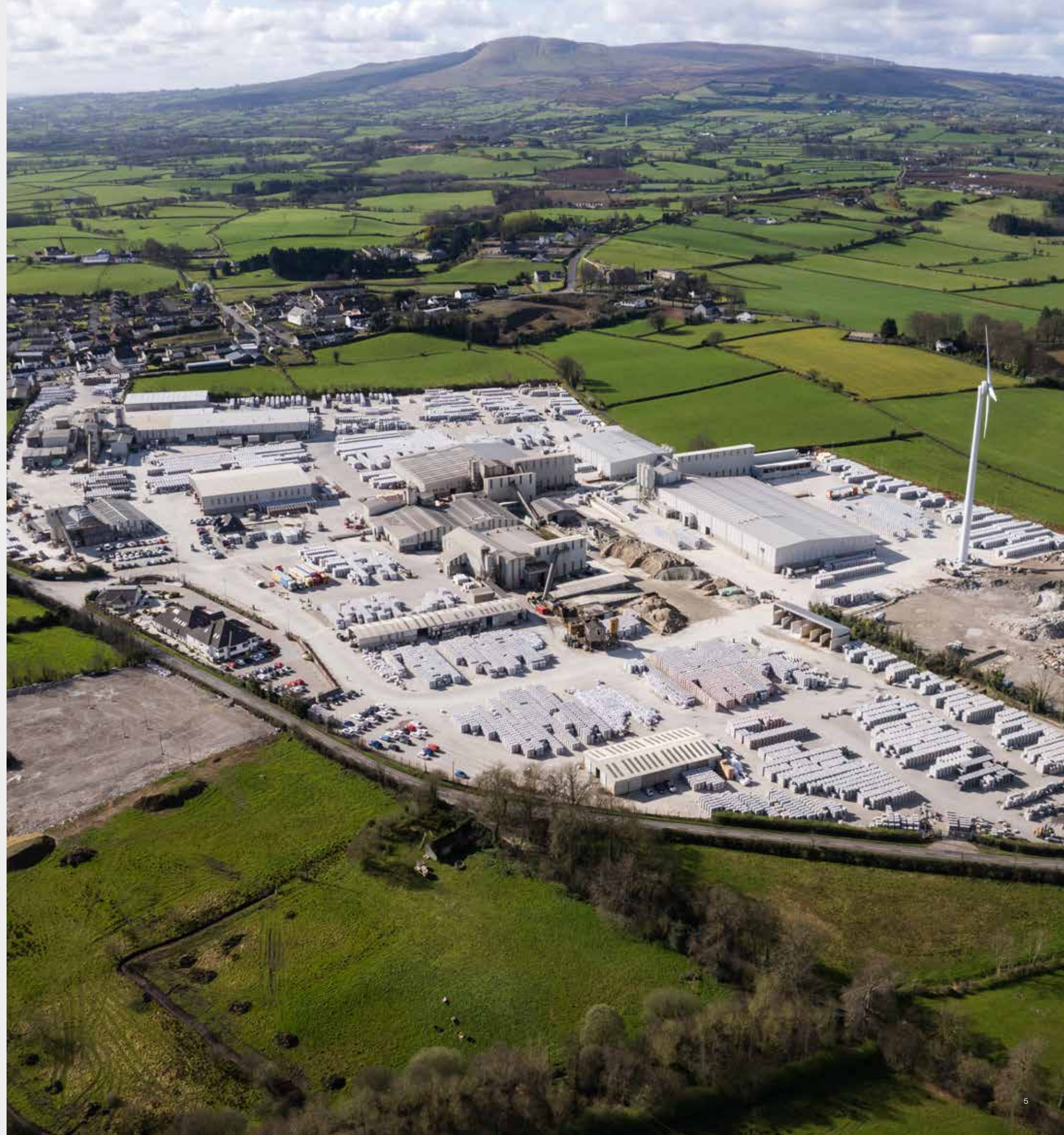


Welcome

Tobermore is a leading paving and walling manufacturer in UK & Ireland, who have grown from a small family run aggregate firm, to a £85 million business with a team of over 400 people, supplying products across the UK and Ireland.

We have helped transform some of the most iconic landmarks such as the Olympic Way and the Wembley Stadium in the UK and the stunning Rossharbour Resort in Fermanagh, NI.

Tobermore is a great Company because of its great people. This is a first class opportunity to join an Award Winning Market Leader with an outstanding people focused culture. Positioned number 32 in the NI Belfast Telegraph Top 100 Companies 2023, your future is in good hands. Working alongside forward thinking business professionals throughout the business and receiving continuous learning and support, start your Tobermore career today.



80 Years & counting

Background

Tobermore is a European Quality Award winning company. We are a UK based paving and walling manufacturer specialising in the supply of world class landscaping materials including block paving, paving flags, kerbs, edging and walling products for both the domestic and commercial markets throughout the UK and Ireland.

Our customer service

Our approach to customers provides reassurance and confidence that we listen to their needs, which makes us the supplier of choice. Tobermore seek to build lasting relationships with our customers by surpassing their expectations in quality and service. We believe in conducting our business in a manner, which achieves sustainable growth whilst maintaining a high degree of integrity, trust, honesty and teamwork.

Our business processes

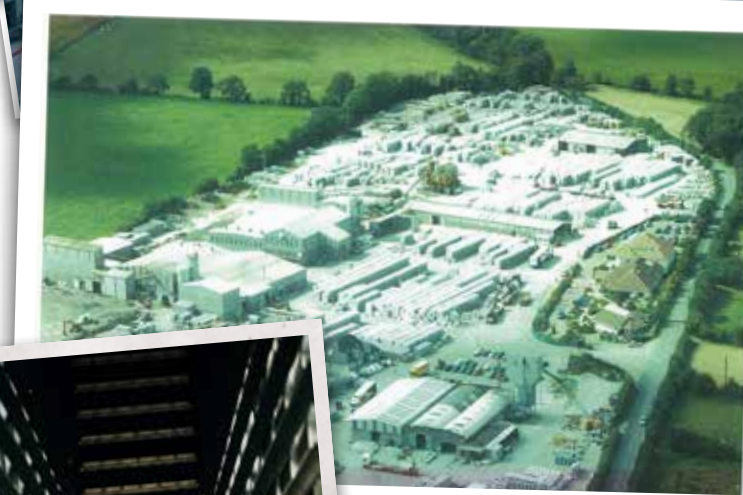
We make it easy for customers to do business with us. We have put the correct processes in place so customers find it easy to deal with us and get the products and information they require faster than our competitors.

Our products

We provide our customers with a market leading choice of products to suit all project requirements. Our product quality throughout the years continually meets and surpasses customer expectations. Tobermore has received many other accolades to further support the company ethos of excellent customer service whilst providing high quality products. Tobermore is also an accredited ISO14001 and ISO9001 company.

Our people

Our people are the backbone to our company. They understand the importance of customer relationships. People buy from people. Our success is a testament to how customers appreciate our staff that have been trained and developed to deal professionally with all customer requirements.



Business Support Executive

Job Title

Business Support Executive

Department

B2B Sales – GB& IOI

Reports To:

Head of Business Development

Location

Tobermore

Job Summary

To provide administrative, opportunity and account progression Support to the B2B Sales Team, GB & IOI.

Key Responsibilities:

The following list constitutes the key tasks and duties of your post upon which your job performance will be assessed. Tasks are not in any particular order, therefore the sequence which they appear should not be interpreted as indicating priority or relative importance.

Duties will include:

- Contact cards: Seek new points of contact and updating contact cards
- Opportunity support: Progress and develop opportunities in allocated region. Aim to progress for each team member and ultimately pass on to the Commercial Account Manager.
- Go above about- elevate all opportunities
 - a. Maximize the return on investment of opportunities, continue to develop pipeline with all customer types
 - b. Reach out to all stakeholders of the project to grow the Tobermore brand in the UK and Ireland
- Opportunity House Keeping: ensure fields are updated and utilised correctly
- Cover Live Design Studios for their designated region
- Use Barbour and or CIS, Linkedin and Dynamics to progress accounts and opportunities
- Carry out tasks as required and deemed within your competence by your manager.
- Administrative duties, including but not limited to:
 - a. Note taking and note support as and when required
 - b. Setting up new opportunities and accounts where required
 - c. NBS and Chorus lead delegation where required Additional support where required for the business
- Demonstrate the company values (H.E.A.R.T) in every task and colleague/customer interaction daily.
- Additional support where required for the business and any other tasks as required and deemed within your competence by your manager.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

Person Specification

	Essential	Desirable
Qualifications	• 5 GCSE's including English & Maths Grade A-C or equivalent.	• A Levels/Degree.
Experience	• 6 months experience in an office environment. • 6 months experience customer service experience. • Proficient in the use of MS Office.	• Business development experience. • Telephone selling/tele marketing. • CRM experience.
Knowledge, Skills and Competencies	• Great communication & interpersonal skills. • High Attention to Detail. • Have an excellent phone manner with objection handling skills. • Being persuasive and engaging. • Strong multi-tasking and organisational skills. • Ability to work as part of a team and independently. • Can do attitude & Positive Outlook. • Self-motivated. • Adaptable to changing priorities. • Excellent time management. • Team player. • Systematic.	• Knowledge of the Manufacturing/ Construction Industry.
Physical Circumstances		• Full & Valid UK Licence

Training

The Tobermore Induction and on boarding programme consists of 5 weeks comprehensive training, covering all aspects of the business, including:

- Introduction to Tobermore
- Business Strategy
- Barbour & LinkedIn
- Internal Systems & Processes
- Communication with Customers
- Cold Calling
- Software Systems inc. CRM
- Working with other Tobermore Teams
- Planning and Time Management
- Technical Product Training & Company USPs



Benefits of working for Tobermore





Competitive Salaries

The salary for this role is negotiable depending on experience.



Bonus

A bonus scheme is included in the remuneration package for this post.



Cyclescheme

Cyclescheme is an employee benefit that saves you 25-39% on a bike and accessories.



BHN Techscheme

Save up to 12% on over 5,000 tech items & appliances and spread the cost interest free!



Private Health Care

Our employees can now benefit from a private healthcare scheme provided by Vitality



Pension

You will be eligible to join the organisation's contributory pension scheme



Annual leave

Your annual leave entitlement will be 30 days. Annual leave entitlement increases with service.



Holiday Purchase Scheme

We have a holiday purchase scheme available for all employees.



Career Progression Path



Company Branded Clothing



Being part of an Award Winning Company

– ‘One to Watch’ for Successful Workplace Engagement, won the European Foundation for Quality Management (EFQM) Business Excellence Award.



Listed as Top 100 Company NI

Belfast Telegraph.



Opportunity for Flexible Work Life Balance



Corporate Social Responsibilities Employer



Connected Employee Well-being App

BHSF Connect Well-being Employee App
24/7 Employee Support



Payroll Giving Employer.



Long term career prospects

Growing and financially stable family business.



First class working environment

Newly refurbished & enhanced headquarters building.



Complimentary Employee Events.



Length of Service Awards



Very strong emphasis on training

(internal & external), mentoring & development.



Online Learning System



Excellent workplace culture & team approach



Company contribution to Employee Eye care costs



Fresh Tea, Coffee

Fruit & Selection of bread when at HQ

Hear from the Team



“ I have worked now at Tobermore for almost 6 years and I can honestly say I love my job and working for a company with a fantastic culture. Your ideas are heard, you are encouraged every day and everyone is very welcoming. Tobermore is a great company to work for. ”

Hayley Babb
Business Development Team Leader

“ I joined the Business Development team 10 months ago and I have never looked back. Each day I am faced with new challenges that have enabled me to develop both personally and professionally. The training and support provided is unmatched and you are always given new opportunities to learn. Within BD, I have been given the opportunity to work closely with National House Builders and I enjoy building and maintaining relationships with this customer base. The fun, friendly and encouraging atmosphere motivates you every day and I am proud to be a part of Team Tobermore! ”

Hannah Strawbridge
Business Development Manager



“ My time in Tobermore so far has been very enjoyable and exciting. The training and support is amazing, you get to know about every aspect of business which I feel is very important. As for the Business Development team you really get a family feel, everyone is there to help each other out and I never hesitate to ask questions as I know someone is there to help out. ”

Aaron Mooney
Business Support Executive

“ I have been working at Tobermore since September 2022 and I am loving every minute of it. I came into this role not knowing much about sales or Tobermore but with great training and help you pick it up very quickly. There is a lot of potential to progress within the business. Everyone is so welcoming, and it is a very family like business. It is not work all the time, each month Tobermore kindly do staff events and are currently offering a chance to win Manchester United Tickets! ”

Roisin Donaghey
Business Development Manager



Heart

Happy, Excellence, Attitude, Reliable, Team

HAPPY

-  ▪ Positive mindset
-  ▪ Friendly & approachable
-  ▪ Enthusiastic
-  ▪ Caring & listening
-  ▪ Welcoming
-  ▪ Fun
-  ▪ Work-life balance



EXCELLENCE

-  ▪ Determined
-  ▪ Personal development
-  ▪ Continuous improvement
-  ▪ Detail-orientated
-  ▪ Organised & disciplined
-  ▪ Progressive
-  ▪ Process-orientated



ATTITUDE

-  ▪ Adaptable
-  ▪ Honest
-  ▪ Helpful
-  ▪ Hard Working
-  ▪ Humble
-  ▪ Motivated
-  ▪ Respect
-  ▪ Solution-focused
-  ▪ Can-do/Positive Mindset
-  ▪ Resilient

RELIABLE

-  ▪ Trustworthy
-  ▪ Committed
-  ▪ Professional
-  ▪ Integrity
-  ▪ 100% responsibility
-  ▪ Punctual



TEAM

-  ▪ Togetherness
-  ▪ Coaching
-  ▪ Inclusive
-  ▪ Collaborative
-  ▪ Engaging
-  ▪ SLAs
-  ▪ Open & honest communication



Well-known Schemes

See more online at: www.tobermore.co.uk/projects



British Airways i360, Brighton



Sir Chris Hoy Velodrome, Glasgow



Olympic Way, Wembley Arena, London



Bet365 HQ, Stoke-on-Trent, Staffordshire



Heathrow Terminal 2, London



The Technology Entrepreneurship Centre, Nottingham

The Team



Join An Employer Who Cares

Tobermore Is Committed To Looking After The Environment Around Us

We care about our impact on the global environment, so we invest in a robust programme of continuous environmental improvement with a dedicated sustainability committee.



Energy

We are reducing our carbon footprint by hundreds of tonnes each year by investing in the production of our own clean energy output from solar panels and a 250kw wind turbine.



Waste

We have reduced our waste to landfill to zero through a process of continual improvement in production efficiency and the 100% recycling of manufacturing residue.



Transport

We maximise transport efficiency, through our “on time and in full” policy. All loads are despatched from a single site and vehicle use is optimised through back loading.



Water

We recycle 100% of the water used in our manufacturing process and manage our use of this precious resource by investing in systems to harvest rainwater.



Recycled Packaging

Our 100% recyclable polyethylene packaging contains 30% recycled material. By using recycled material, we have decreased waste and reduced our packaging-related carbon footprint by 20%.



Environmental Product Declarations (EPDs)

As part of Tobermore’s ongoing commitment to sustainability, we have published a library of Environmental Product Declarations (EPDs).



Tobermore Social

You can follow all things Tobermore on our social channels. Expect to see some latest well-known projects, amazing awards we continue to achieve and of course what our staff have been getting up to!



linkedin.com/company/1799423



pinterest.co.uk/tobermore



facebook.com/tobermore.concrete/



instagram.com/tobermoreprofessional



twitter.com/tobermore



youtube.com/c/TobermoreConcreteProducts

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