



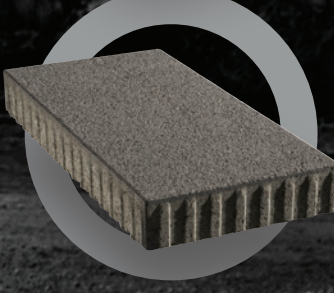
Together,
we are a team

Commercial Sales Manager

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**Trust
Tobermore**

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.



Commercial Sales Manager

Job Title
Commercial Sales Manager

Reporting To
Head of Commercial Sales

Job Summary
Secure orders for Tobermore products by meeting and influencing our targeted customer groups; whilst providing support to the specification executives to ensure we turn our specifications into orders.

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:
- Secure orders for Tobermore products at agreed prices via Tobermore head office.
 - Hold confirmed project specific meetings with the following customer types :
 - House Builders (both regional and national based in your designated area of work and as agreed via sales review meetings).
 - Main Contractors (both regional and national based in your designated area of work and as agreed via sales review meetings).
 - Groundworkers (as agreed via sales review meetings).
 - Builder’s merchants who secure commercial direct to site orders.
 - Manage project opportunities that have been created and ensure we have all the correct information so that we can secure the orders and achieve the targets set.
 - Develop new and relevant commercial opportunities to ensure our pipeline of projects is at a level that will ensure we achieve your individual and regional objectives.

- Follow up on all project opportunities and customer requirements within the timeframes required.
- Attend sales review meetings to discuss performance against objectives set.
- Attend regional sales team meetings to support the team objectives and play an active role in these meetings.
- Work with the regional sales team and head office staff who provides support to you in this role.
- Actively work on your target list of customers and ensure we are meeting those that can provide us with the most orders.
- Develop strong customer relationships to enable you to gain repeat orders.
- Use our added value services such as the design services to help gain more orders.
- Actively plan your diary in accordance to company procedures.
- Use hospitality as per company procedure to build and maintain relationships.
- Attend appropriate networking events to build your contact database and enable you to follow up and secure one to one meetings.
- Record all customers’ interactions and notes as per company procedure.
- Learn all the products and services that Tobermore can provide.
- Maintain CRM system as per procedures.
- Use LinkedIn to identify customers and increase Tobermore brand awareness.
- Communicate professionally at all times with customers and as per company training provided.
- All of this will be focused on the region and customers that have been allocated and agreed with you via the sales review process.
- Any other duties as required.

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.

Requirements

	Essential	Desirable
Qualifications	5 GCSE's A-C to include English and Maths	A Levels/ Degree – Business Related Sales
Experience	1-2 years' sales experience	- Customer Service Experience - Face- to face selling - Presenting Experience
Knowledge, Skills and Competencies	- Negotiation skills - Punctual - Self-motivated - Team Player - Enthusiastic - Hard Working - High Social Skills - Relationship Builder - Independent thinker - Excellent Communication Skills - Confidence to work independently or as a team - Very well organised - Ambitious - Adaptable to change - Rejection Handling - Engaging - Strategic Thinker - Positive Outlook - Persistent - Well Presented	- Sourcing project specific opportunities and following these through to secure the order. - External sales experience. - Merchant Sales experience. - CRM experience. - Business Development Experience - Construction Industry knowledge. - Merchant Industry Knowledge. - Regional awareness. - Telemarketing.
Physical Circumstances	- Full and clean driving license - Living location close to area that they will be covering	

Training

The Tobermore Induction Programme consists of 5 weeks training, 3 of which are completed virtually and 2, shadowing an experienced Commercial Sales Manager.

Week 1
Introduction to Tobermore

Week 2
Shadowing an experienced Commercial Sales Manager

Week 3
Technical product training

Week 4
Shadowing an experienced Specification Sales Manager

Week 5
Researching leads training and securing appointments

Route of Progression:

Commercial Sales Manager ► Commercial Sales Team Leader



Employee Benefits



- **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

Testimonials



Gareth Bowden,
Commercial Sales Manager

“I joined the Tobermore team in November and as soon as I walked through the doors was made to feel so welcome! I have been in business for many years, and it is so refreshing to find a company like Tobermore that values both their customers and employees, from day one I could see that the ethos set at all levels is both embraced and incorporated into everyday working life.

After a very comprehensive training period I feel fully prepared to contribute to the growing success at Tobermore and with the support of so many can see no limit. Every team member wants to see each other do well and exceed all expectations so that we can all achieve great results. In a very challenging environment I know that, with all the support, Tobermore will achieve all goals set.”

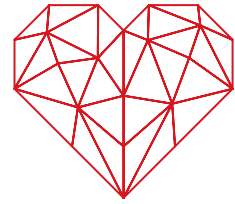
“Tobermore is an all-round excellent company to work for; the culture within the business is exceptional and is evident in every single employee. Tobermore are continually focused on developing their staff, there is unending support and encouragement for staff to reach their best. Ontop of this Tobermore offers great staff appreciation including continuous staff events; rewards etc. Tobermore is a continually growing, employee focused and successful business! It is a pleasure to be a part of the Tobermore Team!”



Claire Hayes
Head of Commercial Sales



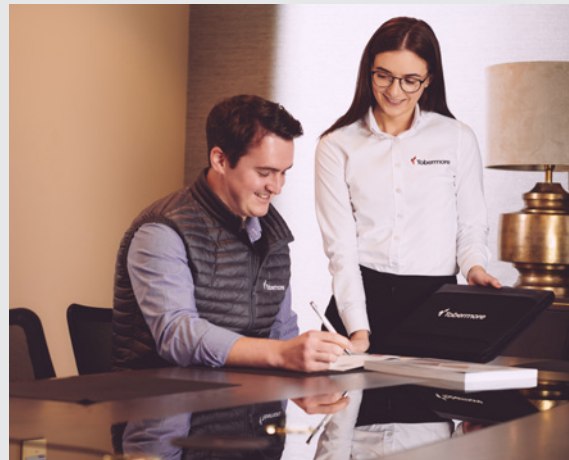
Heart



Happy, Excellence, Attitude, Reliable, Team

HAPPY

- Positive Mindset
- Friendly & Approachable
- Enthusiastic
- Caring & Listening
- Welcoming
- Fun
- Work-life Balance



ATTITUDE

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

RELIABLE

- Trustworthy
- Committed
- Professional
- Integrity
- 100% Responsibility
- Punctual



EXCELLENCE

- Determined
- Personal Development
- Continuous Improvement
- Detail-orientated
- Organised & Disciplined
- Progressive
- Process-orientated



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



Olympic Way, Wembley Arena, London



Heathrow Terminal 2, London



Sir Chris Hoy Velodrome, Glasgow



Bet365 HQ, Stoke-on-Trent, Staffordshire



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

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