

Paving & Walling Manager

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Together,
we are a team.



Tobermore

Hard landscaping. **Made easy.**

Contents

Welcome	04
About Tobermore	06
Job description	08
Person specification	10
Training	12
Employee benefits	13
HEART values	14
Well known schemes	16
Meet the Team	17
We care	18

Together,
we are a team.



Welcome

Tobermore is a leading paving and walling manufacturer in the UK & Ireland. What started as a small family-run aggregate business has grown into a £90 million company with a team of almost 450 people, supplying high-quality products across the UK and Ireland.

We have helped transform some of the most iconic landmarks and destinations, including Olympic Way and Wembley Stadium in the UK, as well as the stunning Rossharbour Resort in Fermanagh, Northern Ireland.

At Tobermore, we believe our people are at the heart of our success. This is a first-class opportunity to join an award-winning market leader with an outstanding, people-focused culture. Working alongside forward-thinking professionals across the business, you'll have access to continuous learning, development and support to help you build a rewarding career. With a strong reputation for innovation, quality and investment in our people, your future is in good hands.

Start your Tobermore career today.



80 years & counting

Background

In 1942, a mother's wartime sacrifice sparked the beginning of something remarkable. With £500 saved while her son was away at war, she helped him start a small sand and gravel business in the village of Tobermore. Eighty years on, that act of faith has grown into one of Northern Ireland's most respected companies – still family-owned, still grounded in community, and still driven by a clear purpose: to transform lives and landscapes.

Today, Tobermore supplies high-quality paving and walling products to both commercial and domestic markets across the UK and Ireland. Our commitment to innovation, sustainability, and quality has made us a trusted partner on landmark projects, while our people-focused culture continues to attract and retain exceptional talent.

With a proud heritage and a progressive outlook, we're building more than hard landscaping - we're building a lasting legacy.

Trusted by customers

At Tobermore, relationships come first. We listen, we care, and we go above and beyond to deliver solutions that exceed expectations. Whether supporting a housebuilder with complex drainage requirements or helping a homeowner bring a vision to life, we aim to make every customer feel confident, supported, and inspired.

Designed to perform, built to last

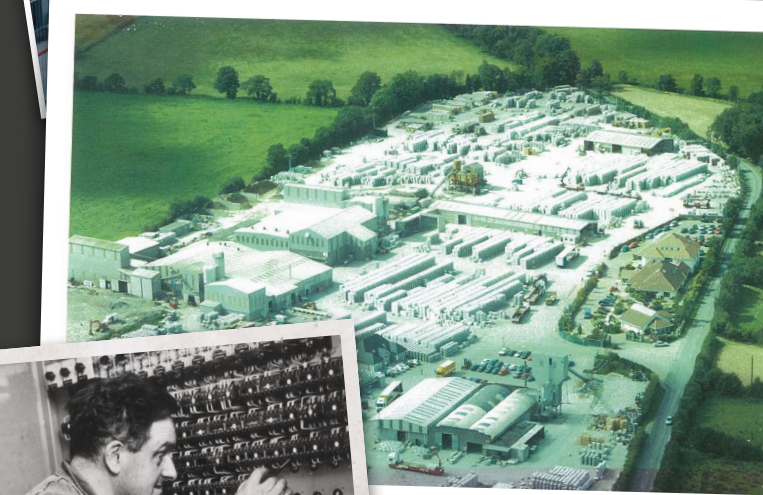
Every Tobermore product is made with care, using advanced manufacturing techniques, premium materials, and strict quality control. We invest where it matters – so our customers can count on long-lasting performance and visual appeal. We're proud to be ISO14001 and ISO9001 certified, with industry awards that reflect our commitment to excellence.

A better way to work

We've streamlined our systems so customers get what they need - fast. From responsive technical support to user-friendly digital tools, everything we do is designed to remove friction and keep projects moving. We're agile, efficient, and always looking for ways to improve the customer experience.

People with purpose

Our people are the heartbeat of Tobermore. Many have been with us for years - and some, decades. We invest in their growth, celebrate their achievements, and create a culture where everyone feels valued. This is a place where careers thrive, ideas are heard, and a shared sense of purpose drives everything forward.



Regional Paving & Walling Manager

job & person specification

Job Title
Paving & Walling Manager

Reports To:
Head of Merchant Sales GB/IOI

Division
Merchant Sales GB/IOI

Job Summary
You will focus on meeting with key customer groups such as Consumers, Paving Contractors and Builders Merchants to help promote and grow sales of Tobermore products and services by providing support, identifying customer needs and delivering tailored solutions and building strong relationships to drive sales growth.

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:

- Visit and engage with all customer groups, identifying and understanding the requirements of their enquiry, advising on the correct information regarding our products to deliver a tailored solution and provide appropriate Tobermore product recommendations. Actively target new stockists for the region in line with strategy agreed.

- Consumer
- Manage appointment bookings, ensuring timely follow-up and scheduling within the assigned region.
 - Ensure you are prepared with all materials/equipment that may be required before call-out visits in order to maximise the visit and influence the customer.
 - Ensure all actions are carried out within 48hrs from consumer call out.
 - Follow instruction and training provided by your line manager.

- Builders Merchants
- Provide support to builders merchants to increase their sales of Tobermore product.
 - Ensure stockists keep the correct stock and influence sales to ensure development of product ranges.
 - Ensure staff are fully up to date with Tobermore stockists offering, i.e. USP's, Design Services, Call Out Services etc.
 - Ensure displays are appropriate and kept clean at all times and literature and POS is in a prominent position within branch.
 - Pro-actively target new builder's merchants to purchase Tobermore products through trade days, customer visits and joint call days.
 - Follow instruction and training provided by your line manager.

- Paving Contractors
- Provide support to paving contractors by helping them to Promote themselves and the Tobermore USP's effectively.
 - Use our added value services such as the design and visualisation services to help gain more orders.
 - Pro-actively target new Paving Contractors into using Tobermore products on live projects.
 - Follow instruction and training provided by your line manager.

- Paving Contractors
- Deal with all customer groups within a timely manner.
 - Attend sales review meetings to discuss performance against objectives set.
 - Actively work on new customer targets to ensure we are meeting those that can provide us with the most orders.
 - Develop strong customer relationships to enable you to gain repeat business.

- Actively plan your diary to drive sales growth.
- Record all customers' interactions and notes as per company procedure on our CRM and Dynamic systems.
- Learn and keep up to date with all products and services that Tobermore can provide.
- Use social media such as; LinkedIn, Instagram, TikTok and Facebook to identify customers and increase Tobermore brand awareness.
- Communicate professionally at all times with customers and as per company training provided.
- Deal with customer complaints in a timely and effective manner.
- Carry out tasks as required and deemed within your competence by your manager.

Requirements

	Essential	Desirable
Qualifications	▪ 5 GCSE's/junior cert to include english & maths (grade A-C) or equivalent	▪ A-Level/leaving cert or equivalent ▪ 3rd level qualification (business related) ▪ Professional sales qualification
Experience	▪ Retail or hospitality experience within the last 2 years. ▪ 2+ years customer service experience within the last 2 years ▪ Sales experience ▪ CRM experience	▪ Face-to face selling ▪ Telephone selling / tele marketing ▪ Presenting experience ▪ 6+ months proven success in Business development
Knowledge, Skills and Competencies	▪ 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 and structured ▪ Ambitious ▪ Adaptable to change ▪ Competent with social media ▪ Rejection handling ▪ Engaging ▪ Strategic thinker ▪ Positive outlook ▪ Persistent ▪ Well presented	▪ Construction Industry knowledge ▪ Regional awareness
Physical Circumstances	▪ Full valid driving licence ▪ 4 days out of 5 working within the region & prepared travel and complete overnight stays to service the region. ▪ Living location close to area that they will be covering	

Training

The Tobermore Induction and onboarding programme consists of 4 weeks comprehensive training, covering all aspects of the business, including:

- Business Strategy
- Internal Systems and Processes
- Telephone Etiquette
- Communication Skills
- Customer Service
- Working with other Tobermore Teams
- Organisation and Planning
- Time Management



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.



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 high-vis uniform pack



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.



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.



Length of service awards



Online learning system



Company contribution to Employee eye care costs



Fresh tea, coffee & fruit

A selection of fruit, tea, coffee, milk is available in all canteens



Employee discount scheme



Enhanced family friendly leave

Meet some of the Paving & Walling Team



“Before joining Tobermore, I'd heard about the company's strong culture and commitment to its people — but experiencing it firsthand has been even more impressive. From day one as Merchant Sales Manager, the communication, support, and enthusiasm confirmed I'd made the right choice. The structured training and welcoming environment show how invested Tobermore is in helping people succeed.”

I'm excited to step into my new role as Paving and Walling Manager and contribute to the company's consumer-led strategy at an organisation that truly values its people. ”

Rickie Sandford
Regional Paving & Walling Manager

“After joining Tobermore 5 years ago the investment the business has put into my career shows how driven we are as a company to make its employees successful. The continuous capital investment we put into the company at our head office shows Tobermore's commitment to maintaining and growing our service offer to our customers whilst also addressing the sustainability needs, we invest in for the future. The core values and company ethos makes Tobermore a great place to work at on a day to day basis. ”

Andy Tanner
Key Account Manager

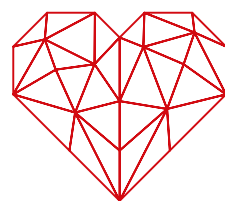


“From when I first joined Tobermore, it was apparent that the company appreciates and invests in all its staff. Having a close-knit culture makes each working day enjoyable knowing that you are surrounded by others who respect and look out for each other. ”

Joshua Paul
Regional Paving & Walling 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
- Open & honest communication



Well-known schemes

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



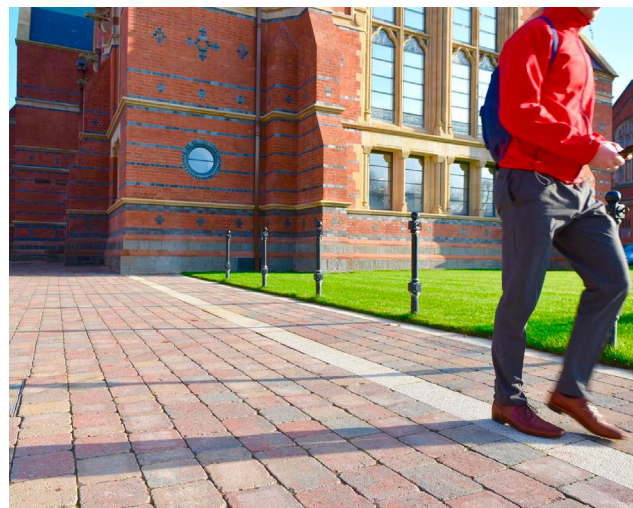
Seamus Heaney Home Place, Bellaghy



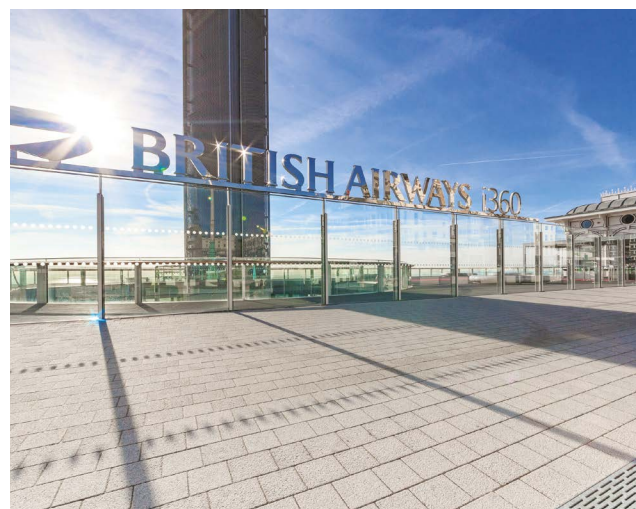
Rossharbour Resort, Fermanagh



Hurst Lane Place, Solihull



Queen's University, Belfast



British Airways i360, Brighton



The Technology Entrepreneurship Centre, Nottingham

Meet 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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