JOB DESCRIPTION

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| **Job Title** | **Business Development Executive** | **Reporting to** | **Sales Team Leader** |
| **Department** | **Commercial** | **Direct Reports** | - |
| **Location** | **Office (Leeds)** | **Travel Required** | Office based |

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| **About the Company** |
| NSI is the **‘Go To’** and **‘Market Leader’** for **‘Testing & Inspection’** in **‘Residential Housing’**. We ensure homes are safe by providing test and inspection services for electrical installations. NSI is a fast growing entrepreneurial style company and is looking for an energetic, emotionally intelligent and driven individuals that can make a real difference to our people and our customers.Change is constant at NSI, so being adaptable and engaging are key. |
| **The main purpose of the role is:**  |
| To bring in new customers for the services we provide, predominately via telesales. The role will be rely on following process, using the prescribed system, engaging customers with a dynamic and friendly style, and a focus on achieving sales per month in line with targets. The role will be targeted with metrics and KPIs to monitor performance.  |
| **The scope of the job**  |
| * Contact prospect business’ that manage residential housing and sell our service (e.g. estate agents)
* Build a rapport and find information about the prospect
* Pitch NSI’s service
* For sales won, own (look after) the customer until their first works order is fully completed, then hand the prospect over to NSI Account Management.
* Ensure new customers are satisfied with the service prior to handing to Account Mgmt.
* Focus selling on two specific areas:
	+ Strategic / Proactive areas for growth as directed by the company
	+ Reactive areas where resource is available needing higher workload
* The role is sales and focussed, winning new business to completing works orders is the focus
* The role requires an understanding of business to business sales (B2B).
* Provide feedback and support to the Sales Team Leader and the management team as required
* Follow the NSI process and use the Systems provided
* Provide feedback on potential improvements to the process and systems
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| Key Metrics of the role are: |
| **Sales*** Number of new agents acquired per month (week/ day)
* Size of each new account (no. of rental properties managed)
* Negotiated fees with each new agent (ensuring best price is maintained)
* Number of new rental properties added each month to the business
* Daily calls to sales prospects (each team member)
* Calls to existing prospects (follow up tasks)
* Conversion ratio of calls to new customers
* Customer forms signed and returned
* Number of Quotes/ Brochures (including physical sent)
* Brochure success rate
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| **Competencies** | **Experience Essential or Desirable** |
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| **Sales oriented,** enjoys a selling environment and talking to people with a purpose | Essential |
| **Customer service / care**, dealing regularly with external customers ensuring they are satisfied with a positive service, capturing and responding to customer complaints with follow up actions | Essential |
| **IT capabilities:** Capable of using computer systems (e.g. CRMs, email, computer based telephones, excel) | Essential |
| **Commercial orientation** Understanding and experience of commercial backgrounds / sales process.  | Desirable |
| **Positive**, outgoing, friendly personality, willing to engage all colleagues internally and all customers externally, always happy to pick up the phone or go and meet someone in person | Essential |
| **Communication** skills– a key aspect to the role is communication, internally and externally, including phone calls, emails and face to face meetings | Essential |
| **Motivation** – a motivated attitude is key to the role. Being motivated personally and motivating a team | Essential |
| **Teamwork** – a team ethic is key to delivery, as all elements of the business working well together will deliver the customer experience expected | Essential |
| **Administration** - administrative capabilities, organising and ensuring tasks are completed | Essential |



NSI JOB DESCRIPTION Acceptance Form

I confirm that I have received, discussed, understood, and accept a copy of the job description / specification attached to this form

I confirm I am happy to fulfil the current job specification: **YES NO**

I would like to discuss this further before signing: **YES NO**

I will commit to learn, adopt and fulfil the company values **(G.R.E.A.T.)** as outlined below.

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| **NSI VALUES – “G.R.E.A.T”** |
| **Genuine** | I will be **trustworthy, honest**, with **strong integrity**. We believe in **safety first**. I will not mislead anyone. |
| **Reliable** | I will be **reliable**, I will turn up **on time**, I will **fulfil our commitments**, I won’t let people down, if I think I can’t make it I will let you know. **You can count on me.** |
| **Excellence** | I strive to **be the best** at what I do, to always **find ways of doing it better**. I **take great care** to do my work well and ensure it is of **the right quality**. I **find ways to innovate** and excel. **I will be an expert** in what I do |
| **Attitude** | I am **professional, friendly, skilled, helpful, approachable, pro-active** and **considerate**. I take a **‘Can Do’ approach** to challenges and have a flexible and adaptable mindset to suit the needs of our team and our clients. |
| **Team Player** | I am **passionate** about being **successful as a team**, working together to reach our goals, able to collaborate with others, stick to our commitments, and ensure any issues are dealt with in the best interest for all. |

**Date:**

**Signature:**

**Name (Printed):**