

Ipsum Water – Business Development Manager, Hillington, Glasgow

The Company

Our vision is to be the leading customer service focused provider of specialist utility and infrastructure solutions operating on both public and private networks. Providing great customer service is at the heart of what we do, and our commitment is to deliver this safely and innovatively through our highly skilled teams.

Ipsum has grown via the acquisition of companies with strong expertise that have been operating in the UK Utility and Infrastructure sectors for more than 20 years.

We operate across a National footprint working with customers such as Openreach, United Utilities and UK Power Networks, as well as some of the UK's largest industrial and retail businesses.

We are committed to supporting and developing our people to achieve their full potential. If you join us, as well as learning on the job, we offer structured learning in the form of apprenticeship programmes and sponsoring relevant professional qualifications. If your qualification gives you membership of an accredited professional body then we will reimburse your annual membership fee. Investing in our people and enhancing our expertise and flexibility enables us to deliver the highest standard of service to our customers.

We really value our people and so we like to look after them. In addition to an attractive salary, if you work for us, you'll enjoy a range of employee benefits which you can explore more about by visiting our website www.ipsumutilities.com

The Role

We are looking for an additional role of Business Development Manager to work closely with the Business Development Director and with a national Business Development and Sales team. The BDM will contribute to Ipsum's success by developing opportunities with new and current customers and generating sales growth year on year.

The postholder will work closely with operations and the senior management team to develop growth strategy and key account plans for current customers and sales activity plans for new customers as well as developing and managing associated processes to ensure continued success.

A significant proportion of the role will be customer-facing including attending exhibitions, seminars, industry forums and other related events.

Principal Accountabilities

- Work with key Ipsum stakeholders to develop and execute the business growth strategy
- Undertake customer research to identify new trends, openings and opportunities to build a comprehensive CRM & Opportunity Pipeline database
- Develop new relationships and identify opportunities with new customers
- Design & develop -
 - a robust end-to-end Pre-Qualification & Tendering process
 - a tendering content support library
 - continuous tendering improvement processes and procedures

- tendering storyboarding, quality control & governance sign-off processes and procedures
- BD activity milestone targets & KPIs in line with annual business growth plans and targets
- Lead/ support tender submissions and liaise with Ipsium tendering stakeholders including business matter experts, capability leads, business leaders and customers to deliver 'best-in-class' bid proposals
- Produce a monthly customer engagement/ sales activity plan
- Management reporting of PQQ & Tendering pipeline, monthly status updates for management and board report submissions to give a "line of sight" in relation to new opportunities

The Person

Qualifications

- Degree educated (or similar) or qualified by sector experience as below

Knowledge & Experience

- Demonstrable business development experience in a flexible and agile team working in a fast-paced matrix environment that has delivered on demanding internal/ external stakeholder expectations
- Strong knowledge in the principles of customer tendering events
- Experience of procurement processes and online portal management
- Knowledge and experience of pre-qualification and tendering management
- Experienced in creating compelling customer presentations and tender documents
- Demonstrable business development success and can articulate the journey taken to transfer an opportunity to a 'win'
- The ability to act both strategically and tactically in relation to business growth and sector trends
- Experience and understanding of the UK utilities sector including Water & Wastewater/ Drainage/ Power/ Facilities & Asset Management/ Digital Technology
- With digitalisation and data becoming a key component of the sectors we operate in, a background in this arena would also be considered highly desirable

Skills & Personal Qualities

- Able to prioritise, manage and flex workload and operate to strict deadlines
- Has attention to fine detail and overall accuracy in work managed and produced
- Exceptional written skills, the ability to translate complex information into simple straightforward language to present a logical response and a high-scoring tender
- Excellent people skills with the ability to engage and build both internal stakeholder and external customer relationships
- Confident presentation creation and delivery skills
- Demonstrates a teamworking ethos & mindset
- Brings ideas, suggestions, and optimism to a team environment
- Constructively challenges team mindsets with a continuous improvement focus
- High level of computer literacy with significant competence in core Microsoft office packages including MS Teams & SharePoint

Ipsium is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.