

JOB DESCRIPTION

Position/title	Strategic Waste Account Manager	
Department	Commercial	
Location	Station Road, Blackrod, Bolton	
Hours	42.5 hours per week – Monday to Friday, shifts between the hours of 6.30am and 6.00pm	
Job Banding	Band 6	
Reports to	Operations Director	
Direct reports	Waste Account Managers Commercial Administrator	
Other Key Relationships	Managing Director Waste, Commodities & Planning Manager Head of Finance Transport Manager HGV Workshop Manager Operations Manager	Logistics Team Weighbridge Team Drivers Customers and Suppliers Yard Team Health, Safety & Compliance HR Team
General Summary	<p>Manage and develop a portfolio of key customers to deliver revenue and scope growth across all services, with focus on multi-term retention and improving contract profitability.</p> <p>Responsible for driving and generating new commercial opportunities, devising an effective strategy to identify and close opportunities with new business customers and target clients and to generate revenue.</p> <p>Responsible for managing, developing and leading the Commercial team, driving forward continuous improvement in order to ensure the most efficient and effective customer service possible.</p>	
Core Responsibilities	<p>Relationship management</p> <ul style="list-style-type: none"> • Build and maintain strong, trust-based relationships with key accounts. • Identify, build and maintain relationships with key decision makers and managers at targeted accounts with the aim of avoiding customers going to competitive tender. • Oversee and prepare tenders for existing and new customers as necessary. • Develop and implement strategic plans in order to solidify long-term business relationships and partnerships with clients. • Actively seek to build strong internal and external relationships. • Develop and maintain excellent working relationships with drivers and customers, to enable successful negotiations. • Lead on investigation and resolution for key customer and escalated complaints and queries, as per the Sales Procedure, supporting the Waste Account Managers as required. • Carry out regular site audits, service assessments and report as required to the customer and internally as needed. • Deal effectively and professionally with all queries from customers, providing quotes and taking ownership for resolving any issues proactively and in a timely manner. 	

Strategic planning

- Work with the Waste, Commodities & Planning Manager to continuously develop and nurture inbound / outbound tonnage, suppliers and outlets, optimising use of disposal outlets within the area, in order to ensure effective allocation of vehicles and facilities.
- Develop and execute strategic account plans to align with client goals and drive business growth.
- Carry out competitor analysis and report recommendations to senior management team.
- Prepare and deliver effective reports and analysis to the wider Operational Management team and Senior Management team as required.

Opportunity identification

- Identify new opportunities for sales, product development or service enhancements within new and existing accounts.
- Prospect for additional business leads and manager names within target accounts.
- Lead by example with establishing client relationships and prospecting/breaking new accounts.
- Generate new commercial business by researching and targeting sought after accounts.
- Manage and monitor the CRM system to ensure current and valid data records are kept in line with compliance regulations, and that all calls, leads, quotes, contract activity and customer communications are accurately recorded.
- Create detailed proposal documents, follow up leads and visit prospective customers as required.


Value creation

- Work with internal teams to deliver customised solutions and ensure client needs are met or exceeded.
- Contribute towards the ongoing cost controls, actively seeking to improve efficiency and reduce operating costs.
- Raise the company profile by attending trade exhibitions, events and demonstrations.
- Gain and develop a detailed knowledge of the company's capabilities, challenges and operating procedures, and how these fit within the market and customer base to retain and develop business.

Performance and staff management

- Manage the overall efficient and effective delivery of Commercial operations, ensuring that the team deliver on their set KPIs and daily duties.
- Track and analyse account performance, including sales, revenue and customer satisfaction.
- Lead the team to meet set KPI's, including but not limited to call volume, required number of customer visits, and prospecting.
- Maintain individual revenue goals.
- Set challenging, but achievable goals for the team.
- Ensure all duties within the Commercial team are covered at all times and effective staff rotas are in place and continuously monitored.
- Lead, train, develop and manage the performance of all direct reports, in order to achieve best in class service in all activities, and to enable the staff to reach maximum potential within their roles.

	<ul style="list-style-type: none"> • Complete all administrative tasks associated with the management of the Commercial team are completed, including BrightHR updates, payroll information, holiday approvals/rotas, and overtime monitoring. • Promote and consistently apply HR policies and procedures, leading by example at all times. • Ensure that mandatory training, induction and toolbox talks are planned and delivered across the department in line with company policy. • Using data and own experience, set effective KPI's to evaluate team performance and to plan improvements to drive forward efficiency within your area of responsibility. <p>Collaboration</p> <ul style="list-style-type: none"> • Work closely with various internal teams to ensure a co-ordinated approach to customer accounts • Confidently present key information to internal and external stakeholders. • Work closely with the wider Operational Management team to ensure that Commercial strategies are in alignment with others. • Maintain a clear and consistent communication with clients and internal stakeholders. • Liaise with the Health, Safety & Compliance team to ensure staff and working environments meet the required standards. <p>Other</p> <ul style="list-style-type: none"> • Ensure the offices are kept clean and tidy and presented in a professional condition. • Represent the company in a professional capacity at all times. • Any other duties commensurate with the role, as requested by the Operations Director and/or Managing Director.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company's health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	<ul style="list-style-type: none"> • Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> • All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> • Support the Company to work within the specific regulations such as governance and frameworks for the industry.

Policies and Procedures	<ul style="list-style-type: none"> All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.
Company Values	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of education	Educated to degree level or equivalent in Business or related subject Relevant CIWM qualification
EXPERIENCE	<p>Experience working within the recycling, waste or comparable industry</p> <p>Proven significant experience working in a similar role</p> <p>Experience of working to targets and deadlines</p> <p>Experience of working in a proactive sales role, either on the phone or face-to-face</p>	Experience of line management / performance development of a team
KNOWLEDGE	<p>Understanding of waste management industry legislation</p> <p>Good understanding of economic and financial data to analyse strategic business strengths and weaknesses</p> <p>Familiarity with CRM software and account management systems to track customer interactions and manage data</p>	Knowledge of and proficiency in the use of Waste Logics
SKILLS & ABILITIES	<p>Ability to understand customer needs and develop tailored solutions</p> <p>Ability to generate and recognise new ideas and opportunities to develop the business</p> <p>Excellent decision making, negotiation and influencing skills</p> <p>Excellent project management and reporting skills</p> <p>A proactive and dedicated approach to understanding and meeting customer needs, ensuring high satisfaction</p> <p>Skilled communicator with the ability to build excellent working relationships, both internally and externally</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high volume operation</p> <p>Able to work proactively, independently and on own initiative</p> <p>Adaptable and able to work effectively as part of a team</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Proficient in the use of Microsoft Office</p> <p>Strong attention to detail and accuracy</p>	

	ESSENTIAL	DESIRABLE
OTHER	<p>Full driving licence which entitles the holder to drive in the UK</p> <p>Demonstrates commitment to own learning and development</p> <p>Works with integrity and honours commitment</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson & Sons</p>	