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Barhale

Account Manager

The Role:

The Account Manager is responsible for maintaining and developing their own customer portfolio, with a keen focus on account management, in order to capitalise on customer relationships, follow up leads and maximise the potential for growth of the BCS business.

Key Responsibilities:

Customer Service

Ensure the service provided to current customers is to a high standard, implementing changes where necessary
Develop a key account management concept for relevant customers and ensure that they are contacted and visited on a regular basis
Provide advice and guidance to customers in the correct selection of products or services for projects
Assist in the process to obtain feedback on a regular basis
Manage customer complaints in a timely and professional manner

Sales

Oversee the day to day running of external requirements, including logging enquiries, updating, amending, monitoring and managing entries to reflect current status
Maintain the customer relationship management system
Ensure that our product/service offering is maximised to existing customers and that cross-selling is attempted
Achieve agreed targets for cold calling in order to increase revenue
Assist in decisions and implementation of best advertising methods to suit business needs, and measure their effectiveness
Liaise with Barhale regions to promote and identify opportunities
Assist with the development of the telesales team
Assist with maintenance and further development of the sales and marketing plan, to develop the customer base
Assist with agreeing budgets/targets for new business development with the Depot Manager, in line with the sales and marketing plan
Contribute towards the continued development of sales/marketing literature

Administration

Assist in the compilation of weekly/monthly sales reports
Plan and organise on a daily basis to ensure that all calls are properly logged ready for follow up, and that a weekly sales plan with priorities, goals and achievements can then be formulated

Key measures & targets:

Manage a customer portfolio in an ever changing environment, with a focus on cross selling the whole range of BCS Group products/services
Build a pipeline of opportunities in CRM for new business, negotiate and close those sales opportunities to ensure sales targets are met
Ensure customer feedback is sought and captured on a timely basis

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Key relationships:

BCS Internal Sales Team, Account Managers and wider BCS Team
Barhale teams
Customers and clients
Supply chain, key manufacturers and distributors

Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

Account management experience
Industry experience
Experience working within a busy sales team/environment
Ability to juggle a number of projects and activities, with meticulous organisation skills and ability to prioritise to deliver results
Commercial awareness
Previous use of a sales tracking system such as Goldmine
Self-motivated, and ambitious with high standards
Team player that can help motivate and inspire work colleagues to deliver the same standards, and instill a desire to achieve Company objectives
Excellent communicator written and verbal, with both internal and external customers
Ability to network at exhibitions, customer events etc.

Desirable

Previous experience in dealing with customers in customer service, account management or a sales position
Experience of working within the construction industry

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- Company car/car allowance
- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About Barhale:

Barhale is one of the largest privately owned infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 800 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

Our business activity is carried out for the following principal sectors:

Water: Civil Engineering, Tunnelling, Pipelines and Utilities

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Transport: Rail, Aviation, Waterways, Highways and Bridges

Energy: Power Generation, Power Transmission and Distribution, Waste

Developer Services: Civil Engineering across private sector developers UK wide

Specialist Businesses: Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to careers@barhale.co.uk.

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.