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Barhale

Key Account Manager

The Role:

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

Due to the nature of the role you would be required to travel extensively around the UK with regular stays away from home.

BCS Group, part of the Barhale Group, is a privately owned company first established in 1980. BCS Group is a leading supplier of safety and construction products and services that operates from our central manufacturing and distribution centre in the Midlands.

Key Responsibilities:

Sales

- Liaise with Barhale regions to promote and identify opportunities
- 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
- Assist in decisions and implementation of best advertising methods to suit business needs, and measure their effectiveness
- 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 externally
- 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

Customer Service

- Ensure the service provided to the internal customer 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

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

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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 and 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

Key Relationships:

- BCS Internal Sales Team
- Head of Sales
- Head of Signs and Supplies
- Head of Hire
- 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

- Customer service experience
- Sales experience
- Experience working within a busy sales team/environment
- Ability to manage a number of projects and activities, with meticulous organisation skills and ability to prioritise to deliver results
- Commercial awareness
- 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 construction or related industries

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

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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

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.