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Account Manager

The Role:

Responsible for maintaining and developing a customer portfolio with a keen focus on new business and account management.

Key Responsibilities:

Sales

- Achieve growth in all areas of BCS and ensure that you are in line to hit your sales targets at all times.
- Manage a customer portfolio of key accounts and specialist projects and ensure that all targets are achieved.
- Build strong lasting customer relationships with your customer portfolio and targets.
- Build strong lasting supply chain relationships with key suppliers and ensure that you are up to date with latest industry products and innovations.
- Build strong relationships with Barhale senior managers and staff to ensure that we generate leads for our business where appropriate.

Business Development

- Offer full support to our BDM on PQQs, Tenders and Major Projects that benefit our business.
- Work closely with our BUM, BDM and Marketing Manager to ensure that we are targeting the right customers with offers, promotions, clearnaces and special offers.
- Identify mailshots and exhibitions that we should be carrying out as a business.
- Ensure that customer feedback is obtained and shared on a regular basis to make our business more effiiecent and to maintain a high level of customer service.
- Monitor our competition from a sales perspective and ensure that all information is shared with our business.

Customer Relationship Management

- Manage all your customer activity via our CRM system to ensure that all relevant data and information is captured as well as maintaining your pipeline of opportunities.
- Participate in Networking at industry events and exhibitions to benefit our business.
- Ensure that customer complaints are dealt with and addressed in a timely and professional manner and closed out correctly with all necessary departments and managers.

People

- Work closely with our BUM, BDM and Sales Team to ensure that all new enquires, new prospects and opportunitites are followed up.
- Attend monthly one to ones and sales meetings when arranged and planned.

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The Barhale logo consists of a yellow square with a white circle inside, followed by the word "Barhale" in a bold, white, sans-serif font. The background of the top section of the page is a photograph of construction workers in orange safety gear and hard hats, with a blue sky and clouds.

Reports & Administration

- Complete a winning works summary on a monthly basis that contributes towards our board report and quarterly business review submissions.
- Share good news stories; major wins, new accounts, high profile orders, tender success on all relevant platforms including Barhale news and communication cascades that raise the profile of BCS.
- Complete own administration requirements in a timely fashion.

Key measures & targets:

- Sales Targets
- New Business
- Retention
- Customer Satisfaction

Key relationships:

- Business Unit Manager
- Business Development Manager
- Sales Team
- Accounts Department
- Barhale Senior Management
- Key Clients
- Key Suppliers

Person Specification:

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

Essential

- Detailed knowledge of sales
- Experience in building relationships at all levels to drive our business forward
- Strong verbal and written communication skills
- Strong presentation skills
- Good time management and planning skills
- Ability to prioritise workload and meet deadlines
- Team player
- IT skills, CRM and design software experience are essential

Desirable

- Experience of working in the construction industry.

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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
- Commission structure

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 600 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 favorable 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.