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of our team...*

**BCS** GROUP

## **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 Group 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.
- 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 Head of Sales on PQQs, Tenders and Major Projects that benefit our business.
- Work closely with Business Unit Management, Head of Sales and Marketing Team 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 Business Unit Management, Head of Sales 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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### **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 Group.
- Complete own administration requirements in a timely fashion.

### **Key measures & targets:**

Sales targets

New business

Retention

Customer satisfaction

### **Key relationships:**

Head of Sales

Internal Sales Team

Key Clients

Key Suppliers

Accounts Team

### **Person Specification:**

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

#### **Essential**

Experience and indepth knowledge and understanding of working in Sales

Strong verbal and written communication skills

Good time management and planning skills

Ability to prioritise workload and meet deadlines

Strong presentation skills

IT skills, CRM and design software experience are essential

Team player

#### **Desirable**

Experience of working in 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

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### **About BCS Group:**

BCS Group, a subsidiary of Barhale Holdings Plc, is a privately-owned company. We are a leading supplier of safety and construction products and services that has depots in both the Midlands and Scotland. We pride ourselves on providing a first-class service to all our customers, ensuring the right product or solution is delivered to the right location on time. With over 5,000 items within our core range, BCS Group can fulfil any order and ensure it is delivered direct via our own dedicated transport fleet or those of our partners.

**Manufacturing:** Our capabilities include standard and bespoke signage, labels, temporary and permanent road traffic signs and bespoke steel fabrication/installation which includes foot bridges, walkways, flooring, guardrails, ladders and tunnelling products.

**Extensive Stock Range:** Distributor of leading industry brands in PPE & clothing, traffic management, safety & lifting and site equipment products. These include Bollé, Pulsar, Globus, Rock Fall, Progarm, Portwest, Melba Swintex, Oxford Plastics, JSP, Nissen, Carters, Orafol, Crowcon, Radiodetection, Dräger, Ridgegear, and Plant Nappy.

**Safety Equipment Servicing:** Specialist safety & lifting repair, calibration and inspection since 1999. We have our own purpose-built maintenance and calibration facility for gas detection, cable avoidance, breathing apparatus and lifting equipment which along with our fully equipped mobile calibration unit is where all maintenance and repairs are carried out. Our staff are trained and fully qualified in maintenance, calibration and inspection of a full range of specialist safety & lifting equipment.

**Our People:** With a direct work force philosophy, the company culture is driven by our core values, which describes how we act day-to-day. We ensure all your needs are met through our national call centre and dedicated account management.

**Triple Accreditation:** ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2011 standards, which means our customers can have complete confidence that we have an ongoing commitment to be a safe, efficient and responsible partner.

### **How to apply:**

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to [vacancies@bcsgroup.co.uk](mailto:vacancies@bcsgroup.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.