



*Become part
of our team...*

Account Manager

The Role:

The Account Manager role is responsible for maintaining and developing a customer portfolio with a keen focus on new business and account management. Identify areas for innovation and investment to assist with growth.

Key Responsibilities:

Sales

- Achieve growth in all areas of BCS Group and ensure sales targets are monitored to ensure targets will be achieved
- Manage a customer portfolio of key accounts and specialist projects, to build strong and lasting relationships
- Develop relationships with key suppliers and manufacturers to ensure knowledge and understanding of latest industry products and innovations
- Work with Barhale senior management to ensure leads are generated where appropriate

Business Development

- Offer full support to Sales Manager on PQQs, tenders and major projects that benefit the business
- Work closely with Business Unit Management, Sales Manager and Marketing Team to ensure the right customers are being targeted with offers, promotions, clearances and special offers
- Identify mailshots and exhibitions that BCS should attend as a business
- Ensure that customer feedback is obtained and shared on a regular basis to make the business more efficient and to maintain a high level of customer service
- Monitor competition from a sales perspective and ensure that all information is shared

Customer Relationship Management

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

Reports & Administration

- Complete a winning works summary on a monthly basis that contributes towards the 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



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Key measures & targets:

- Sales targets
- New business
- Customer retention
- Customer satisfaction

Key relationships:

- Sales Manager
- 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 and hire 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 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.



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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:

vacancies@bcsgroup.co.uk