# **Job title:** Head of Business Development, Sales and Support

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| Main purpose |
| Management and coordination of the group’s business development, sales and customer support activities.Provision of Business Development through identifying and securing opportunities with new and existing clients in the sector or region;This role will work closely with the other members of the ET&I senior management team to ensure that appropriate solutions are supplied to schedule, cost and quality across ET&I . |

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| Main duties |
| * Development, implementation and maintenance of the group marketing plan in accordance with Group’s Strategic Plan;
* To actively develop the profile of HR Wallingford Ltd in the laboratory equipment sector across relevant regions and the building of strategic relationships with key organisations;
* Identification of new and tracking of existing, prospects in the equipment sector across relevant regions;
* Responsibility for ensuring our clients comply with all Financial and Export Control regulations;
* To undertake and manage business development activities within the agreed FY budget and market plan;
* To work with:
	+ MarComms on the development of marketing materials, publicity and online presence;
	+ Senior technical staff to ensure emerging R&D opportunities are identified;
	+ To actively co-ordinate with proposal managers and support other business managers as required.
* Liaison with the Engineering, Production and Development teams to ensure that specifications are achievable and to document associated risks;
* Responsible for collating cost estimates, preposed delivery programmes, preparation of quotations, formal tenders and converting work won into projects;
* Responsible for the provision of a customer facing project management sub-team that includes:
	+ Regularly reviewing project deliverables with the senior management team to confirm schedule, highlight resource requirements and record changes in the required scope;
	+ Ensure consistent quality through projects delivered so that they are completed in sufficient time to meet the required delivery/installation schedule;
	+ Closure of projects delivered and capture as-built costs, resource durations and any salient points that impacted the delivery or could potentially impact other projects.
* Responsible for the set up and resourcing of a customer support team to provide prompt response and rectification knowledge.

*Common senior management duties** Liaise with project managers and project directors to identify and resolve issues identified in project delivery tasks;
* May take the role of proposal manager / project manager or project director when required, but the main focus is on business development;
* Line management of the business development team including:
	+ Motivating and leading the team, regular one to ones, team meetings;
	+ Providing expert guidance and leadership;
	+ Developing others - actively seeks performance improvement, coaching, giving feedback, and career conversations;
	+ Provide recommendations for the hiring of team members.
* To support the senior management team in the strategic development of the ET&I group and its staff;
* Assist company-wide projects and activities as required;
* Ensuring safety and quality first in all that we do;
* Undertake overseas and national travel related to business development and when required to support project activities;
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| Group | ET&I |
| Reports to | Group Manager |
| Responsible for | Business Development, Sales & Support Team |
| Date agreed | TBC |