

Business Unit Manager Job Description

Company Background

Encon Insulation & Nevill Long is the leading independent UK distributor of thermal and acoustic insulation, interior systems, fire protection, roofing, construction products and external façade materials.

As the Distributor of Choice, we take pride in providing the highest level of service and support. We have around 600 employees, with specialist teams dedicated to our key market sectors, and we work hard to add value to every project.

The Role

As a Business Unit Manager, you will achieve and maintain levels of sales and profitability within defined market sectors within the branch. You will establish and develop a stable client base to support branch sales and margin. The role will manage and motivate the Internal Sales Team whilst also liaising with the Operations and External Sales Teams to co-ordinate sales activities.

Key Relationships

Internally – Branch Director, Regional Director, Regional Sales Manager, Branch Sales Team, External Sales Team, and Credit Control.

Externally – Market sector customers, market sector suppliers.

Candidate Requirements

Behaviours:

- Customer focussed
- Good communicator
- Excellent negotiation skills
- Results driven
- A team player
- Detail conscious
- Personable
- Business focussed
- Resilient
- Autonomous

Skills:

- Experienced in people management
- Experienced in customer service
- Highly numerate with strong accuracy and attention to detail.
- Proficient with IT, particularly Excel, Word and Outlook.
- Strong written and verbal communication skills.
- Experienced in sales and the construction industry.

Key Responsibilities

Customer Service & Performance:

- To achieve and maintain agreed plans for sales and margins by servicing the existing client base, local to the branch, within the defined market sectors.
- Ensure the maximum return from trading arrangements in place and opportunities arising from central negotiation and promotion.
- To achieve planned sales and margins by developing trading with target accounts, both new and existing, within the sectors.
- To develop sales by pricing and negotiating competitively for work, making best use of trade leads, project-tracking information, and local knowledge.
- To develop sales by promoting new products to an appropriate client base.
- To develop sales by promoting a range of relevant products to new and existing accounts.
- To plan area sales activities effectively and efficiently by making best use of project-tracking, and trade leads.
- To plan product promotions in conjunction with supplier personnel to achieve branch targets within required timescales.
- To report commercial activities exceptional to plans, to suggest and initiate corrective action where required.
- To report commercial activities routinely, maintaining customer records, reporting, and monitoring, progress towards agreed objectives.
- Lead, monitor and motivate employees.
- Identify employee training needs and ensure that it is implemented through The Encon Academy and keep records up to date.
- Conduct regular team meetings.
- Work with HR to recruit employees.
- To maintain a current product knowledge relevant to duties, in liaison with supplier personnel and undertaking training where appropriate.

Compliance:

- To develop sales by opening new trading accounts for branch within the defined market sector and within set procedures for establishing credit facilities.
- Carry out performance reviews in line with company procedure and creates personal development plans for each member of the team.
- Identify employee performance issues, absence and disciplinary issues and manages in line with HR processes.
- To maintain personal price lists, to ensure possession of a full and current set.
- Ensure you are familiar with health and safety rules and regulations, and that your responsibilities as an employee, in respect of health and safety, are carried out in full.
- Any other duty reasonably requested by management.

This list is not exhaustive and may be subject to local variation.

Standard Terms, Conditions and Benefits

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| Working Hours | 40 |
| Notice Period | 3 Months |
| Restrictive Covenant | 3 Months |
| Holiday Entitlement | 25 Days |
| Encon Work Save Pension | Yes |
| Life Assurance Plan | Yes |
| Bonus Scheme | Yes |