

## **Business Development Officer – Waste & Facilities Management Sector**

**Be part of something special.  
Join Vanden Recycling UK.**

At Vanden, we're passionate about transforming waste into a valuable commodity. Our mission: "Vanden make recycling part of the supply chain, to optimise the use of plastics. We add value and educate our team and customers as we go."

And since we started on our journey, back in 2005, we've gone from strength to strength. We've developed a worldwide presence, serving hundreds of customers in over 20 countries. And we've grown a strong, capable team of colleagues who are dedicated and loyal.

Our recycling facility based in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection of a variety of plastic and polymer processing and manufacturing industrial waste across the UK. Such material includes everything from production over-runs, offcuts, lumps/purge and packaging from polymers such as ABS, HDPE, LDPE, MDPE, PET, PP, PS and PVC. In addition, we operate a sizeable trading business in plastic scrap via our offices and representation in UK, Europe, Turkey & Asia.

Obtaining targeted quality input materials, securing their supply and closing cost-effective deals from new and existing suppliers will be your top priority. This position will require you to carry out detailed planning, analyse mistakes and be creative so that you meet and exceed customer and supplier expectations.

### **Nature and scope of the role: Our ideal candidate**

BDO's are goal-orientated, get their hands dirty, perhaps working on the factory floor at times and on-site with our customers and suppliers. They turn challenges into opportunities to demonstrate that Vanden can quickly solve problems. When things are tough, BDO's take perspective, step back and remain objective because they leave their ego at the door instead of bringing it into the conversation. In this way, we stay flexible, seek to pinpoint what really matters and find workable actions, quickly. That is how we thrive in a competitive market. Our people are eager to stay up-to-date by reading, attending training and take ownership of personal development, personally.

## **Our Values:**

Living the Vanden Values is a key part of our culture. Our Values were created by the people in the business. Over a 6-month period in early 2018 we brought all our teams together to determine what it meant to be part of this team. Through a combination of telling stories of colleagues in action and establishing the type of environment we want to create, our 6x core values were born!

These are an important part of understanding if Vanden is right for you! Please take a look on the last page for a full description.

## **Application Process**

### **How to apply:**

To apply, you are required to produce a CV and personal statement. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements.

### **The selection process:**

Successful candidates will be invited to attend a multi-phase assessment that includes:

**Step 1:** Informal telephone conversation

**Step 2:** Site tour & interview

**Step 3:** Psychometric Testing

**Step 4:** Interview

**Step 5:** Competency based exercise which may involve making a presentation based on your knowledge, experience and job requirements

**Step 6:** Final interview

## Business Development Officer

### Job Summary

The Business Development Officer (BDO), will be dedicated to developing diverse supply markets for scrap plastics from the Waste & Facilities Management Industries.

Skilled at research, time management and negotiating, our ideal BDO will understand the difference between executing a relationship sale and a product sale and be proficient at both. Working closely alongside an experienced team, they will take an 'on-the-job' approach to learning the role, benefitting from the wealth of experience available. With a natural drive to achieve and excel, they will exhibit a commercially-focused path in order to achieve beyond targets.

Displaying an open-mindset, our ideal candidate will be flexible in approach and mindset. They will be creative in their ideas yet practical in delivery and willing to suggest new ways of making the role work. An excellent communicator, they will demonstrate an optimistic and persistent approach, successfully applying working methods to build engagement with each potential customer. Not willing to settle for second best, they will take an analytical approach to their work and see challenges as an opportunity to learn. For the right candidate, our attractive commission structure represents an opportunity to double their salary for the exceptional performer and so this role is suited to an ambitious individual who motivated to fully develop the BDO role.

With no fear of failure, you will appreciate being performance measured and use this information to hone your future strategies and tactics. We expect adherence to our processes and procedures, be able to take direction and to complete administrative 'grunt-work' with good grace and competence. Motivated to achieve by managing the tension between logic and emotion, being impulsive versus procrastination, our ideal candidate is reasonably spontaneous and usually quite logical and disciplined.

For the right candidate, as an exceptional performer on a commercially-focused path to achieve stretch targets, our attractive commission structure represents a chance to double your salary potentially, depending on your base. Therefore, this role is suited to an ambitious individual who will drive the development of the BDO role.

## **Role Requirements:**

To be considered for this role, candidates will have business development/sales experience that includes developing new customers through prospecting and cold calling. They will be adept at effectively managing their time to maximize their activity and will be comfortable with being out on the road for approximately 3–4 days per week. They will be motivated by developing new business and take an inquisitive approach to learning about customer needs. They will have some experience conducting business internationally and be comfortable working in an environment where there is pressure to close deals daily.

They will use the market information provided by the company to pre-qualify supplier visits to ensure time on the road is not wasted.

## **Essential Duties & Responsibilities**

### **Business Development & Delivery:**

- > Identify all suppliers within their given territory or vertical market
- > Employ a range of business development strategies in person and via phone e.g. prospecting, cold calling, networking, attending conferences and trade fairs etc.
- > Pre-qualify visits using market information provided by the company. This includes pre-framing the suppliers' expectations.
- > Perform site visits to identify customer needs and supply suitability (be on the road 3–4 days per week)
- > Negotiate prices and terms of service
- > Actively engage with the greater team to develop skills and share knowledge

### **Reporting & Management:**

- > Keep detailed logs in CRM of all activities
- > Provide feedback to Marketing & Management team
- > Submit weekly progress reports with metrics on sales activity
- > Track and record activity on accounts
- > Create and maintain accurate records of customer information
- > Collect and record data on material specifications and requirements to maximise immediate and future opportunities
- > Use knowledge of competitors and market to identify and develop Vanden's unique selling propositions
- > Consult with senior management to share business trends with a view to further extend market penetration and services

## Client Retention:

- > Possess initiative and energy are required to pursue new deals and drive sales to completion
- > Develop and enhance customer relationships by offering excellent customer service that is responsive and tailored to customer needs or finding creative solutions, innovative techniques and developing strategies is an important part of the sales process
- > Engage in constant and active risk management, to ensure the product being supplied is per the company quality requirements
- > Use analysis, facts and logic to find the most suitable solutions for clients
- > Able to challenge customers' views and counter objections to move towards closing a deal

## Reporting & Management:

### Research:

- > Develop a thorough understanding of the nature of the business e.g. by working on the factory floor from time to time (must be willing to get hands dirty)
- > Research and develop a thorough understanding of the organisation's people and capabilities
- > Research and develop a thorough understanding of customer businesses e.g. their supply chain, production process and finished products

## Person Specification

(all criteria are essential unless otherwise indicated)

### Knowledge (Education & Related Experience):

- > Significant sales/business development experience and:
  - o a proven track record in developing new business accounts 'from scratch'
  - o a proven track record in working to and exceeding financial targets
- > Experience of handling and overturning objections and converting into sales
- > Experience of trading scrap and redundant plastics or other waste product at volume (500MT+ per month for plastics) an advantage
- > Demonstrate proven track record
- > Experience of successfully using a range of sales techniques to secure new business e.g. cold calling, networking etc.
- > Experience of being based 'on the road' e.g. prospecting, planning travel and selling to clients on a face-to-face basis within a specified geographical area
- > Proven experience dealing with forwarders, hauliers & exchange rates
- > Experience of successfully handling multiple pipelines at once
- > Experience of using a CRM system to record accurate customer data
- > Knowledge of finances e.g. understands how to create a budget to reach profit targets

### Skills & Abilities:

- > Able to stand back and review data/information to see the 'big picture'
- > Able to use logic and reasoning to appraisal situations
- > Able to anticipate opportunities and risks
- > Able to build rapport quickly with colleagues and customers
- > Able to negotiate effectively with customers
- > Able to effectively collaborate with colleagues to achieve results
- > Able to manage and respond quickly to changing/competing priorities
- > Highly organized, able to work independently to plan own time e.g. uses electronic calendars and reminders
- > Able to follow internal (buying) procedures
- > Able to present and clearly communicate information in speaking and writing
- > Able to ensure tasks are completed on time and to a high-standard
- > Able to use Excel, Outlook, Word, Powerpoint, Skype
- > Able to undertake effective internet research (not only Google)

## General Attributes:

- > Willing to take ownership of the role and drive success
- > Persuasive in approach with a 'can do' attitude, mindful always of the customer and their needs (also knows when to say "No")
- > Willing to learn about customer businesses e.g. processes, products, limitations etc. and inquisitive in approach
- > Self-aware and reflective on successes and failures e.g. focuses on facts and evidence over 'story', seeks feedback
- > Resilient approach – able to quickly overcome disappointment and failure
- > Willing to learn and follow internal processes, yet happy to suggest improvements
- > Professional and ethical in their approach
- > Committed to on-going personal and professional development

# VANDEN VALUES

## Teamwork

- We pull together as one unit, not just with those in front of us, but with all of our colleagues spanning multiple continents and cultures. We seek honesty and excellence to bring out the best in each other and do so without ego. Our collective knowledge and willingness to question is our superpower.

## Add Value

- In absolutely everything we do. We add value to our people, customers and product through constant education and optimisation. Vanden exceeds expectations in the Service of our customers, using each encounter as an opportunity to sharpen our skills and add more value than anyone else. When in doubt, we ask ourselves – “Am I adding value?”

## Growth

- Challenge ourselves and each other to learn new things and improve our skills. Be curious and industrious to redefine the boundaries of our knowledge, service and market. We're proud of our battle scars as our failures will always be the greatest opportunity for growth.

## Ownership

- Never afraid to get our hands dirty! We take pride in exercising absolute ownership over the outcome of every task or challenge. We appreciate the power of forming a plan before taking action and jump at the opportunity to take the bull by the horns when we do.

## Enjoy The Ride

- It only happens once! We can't always be serious and limit ourselves to be “business as usual”, so we encourage everyone to put their personalities into everything they do.

## Gratefulness

- Live everyday with an attitude of gratitude!

## MISSION:

- Vanden make recycling part of the supply chain to optimise the use of plastics. We add value and educate our team and customers as we go.

## VISION:

- To be the company that creates the most value from plastic waste. Producing quality commodities and products or empowering others to do so.