Vanden

# Business Development Officer – Waste & Facilities Management

## Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming plastic 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."

Since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries.

Our recycling facility in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection and recycling of plastic waste from manufacturing, distribution and retail across the UK. Recycling 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 plastic scrap trading business via our offices in UK, Europe, Turkey & Asia.

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

We need a Business Development Officer (BDO) who will spot opportunities to buy scrap plastic for our recycling facility and global trading business. BDO's hunt these opportunities down, manage risks, display empathy with suppliers, act quickly, negotiate deals while also paying attention to details and adhering to the process. Focussed on the Waste & Facilities Management industries, the BDO, will be dedicated to developing diverse supply markets of scrap plastics.

You must be goal-orientated, not afraid to get your hands dirty and love to close deals constantly. Turning challenges into opportunities and quickly solve problems. When things are tough, BDO's take perspective, step back and remain objective to ensure the desired outcome is achieved. Our candidates are eager to stay up-to-date by reading, attending training and taking ownership of personal development.

### Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by our people in early 2018. We brought all our teams together to determine what it meant to be part of Vanden. 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.

Vanden

## Application Process

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**: Telephone Interview (30-60 mins)
**Step 2**: Interview (90-120 mins)
**Step 3:** Interview (60-90 mins)
**Step 4:** Reference Checks
**Step 5:** Reading, Writing & Mathematics Competency Tests (60-90 mins)
**Step 6:** Competency tests (60-90mins)
**Step 7:** Interview (30-60 mins) (optional)

Expected timeline to complete is 4-6 weeks depending on candidate availability

# Job Summary

The BDO, will be dedicated to developing diverse supply markets of scrap plastics and closing profitable deals from the Waste & Facilities Management industries.

Success is achieved through a disciplined and consistent approach to servicing suppliers in the region assigned. Visiting regularly to build relationships at all levels, inspect quality, take samples, check stock levels and negotiate deals. Working to weekly and monthly targets, our BDO's can balance the need to make deals with a detail minded approach that effectively manages risk.

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 mindset in order to exceed targets.

Our ideal candidate will be flexible in approach and mindset. They will thrive in a fast-moving environment that involves communicating with colleagues across the world, respond to dynamic market conditions (exchange rates, material prices & shipping rates) and react quickly to changing priorities without being flustered.

An excellent communicator, they will successfully build engagement with each potential supplier. Not willing to settle for second best, they will take an analytical approach to their work and see challenges as an opportunity to learn. This role is suited to an ambitious individual who is motivated, and goal driven.

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. Our ideal candidate can successfully manage the tension between logic and emotion and being impulsive versus strategic.

Our attractive commission structure represents an opportunity to significantly increase earnings for high performers. Therefore, this role is suited to an ambitious individual who is driven and disciplined.

## Role Requirements:

To be considered for this role, candidates will have business development/sales experience that includes developing new customers through prospecting, cold calling, networking and referrals. 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. Motivated to developing new business and take an analytical approach to learning about customer needs. They will enjoy working in an environment where there is daily pressure to close deals and be part of a team in different locations around the world.

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:

- Secure regular supply of plastic scrap material according to Customer & Factory requirements
- Identify all suppliers within their given territory or vertical market
- Systematically work through all prospects to establish relationships that result in profitable, long term business
- 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, including pre-framing suppliers' expectations.
- Perform site visits to identify supply suitability & inspect quality
- Negotiate prices and terms of service to maximise margins
- Actively engage with Vanden teams to develop skills and share knowledge

## Reporting & Management:

- Keep detailed logs in CRM of all activities
- Maintain accurate records of supplier information in CRM, including available materials
- Provide feedback & market reports to management and the Business Development team
- Use knowledge of competitors and market to develop Vanden's unique selling propositions
- Consult with senior management to share business trends with a view to extend market penetration and services

## Client Retention:

- Maintain and enhance existing supplier volumes and margins
- Develop and enhance relationships by being creative, innovative and offering excellent customer service that is responsive and tailored to customer needs
- Engage in constant and active risk management, to ensure material supplied is per company quality requirements
- Able to challenge suppliers' views and counter objections to move towards closing a deal

## 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) and in back office
- Develop a thorough understanding of Vanden's people and capabilities
- Research and develop a thorough understanding of your suppliers' business e.g. their customers, 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 based 'on the road' and:
  - a proven track record in developing new business accounts 'from scratch'
  - a proven track record in working to and exceeding financial targets
- Proven approach to handling and overturning objections and converting into sales
- Experience of trading scrap plastics or other waste an advantage but not a requirement
- Hands-on success using a range of sales techniques to secure new business
- Proven experience arranging logistics (forwarders & hauliers)
- Experience of successfully managing existing accounts & acquiring new ones at the same time
- 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'
- Use logic and reasoning to assess the validity of opportunities
- Anticipate opportunities and risks
- Build rapport quickly with colleagues and customers
- Negotiate effectively with customers to maximise margins
- Collaborate with colleagues to achieve results
- Manage and respond quickly to changing/competing priorities
- Highly organized, able to independently plan own time e.g. Outlook calendars and reminders
- Adhere to internal procedures (CRM, Budgeting, Admin etc.)
- Present and clearly communicate information in speaking and writing
- Complete tasks on time and to a high-standard
- Able to use Excel, Outlook, Word and other MS Office products
- Undertake effective internet research (not only Google)

## General Attributes:

- Willing to take ownership of the role, drive success and be persistent
- Persuasive with a 'can do' attitude, mindful of customer needs (also knows when to say "No")
- Willing to learn about supplier businesses (inquisitive) e.g. processes, products & limitations
- Self-aware and reflective on successes and failures – seeks feedback
- Empathetic towards others
- Focuses on facts and evidence over 'story'
- High level of Resilience – able to quickly overcome disappointment and failure
- Not afraid to have challenging conversations
- Willing to learn and follow internal processes, yet happy to suggest improvements
- Professional and ethical in their approach
- Understands that upfront effort prevents issues down the line
- Committed to on-going personal and professional development

# MISSION & VISION

## 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.

# 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!