Vanden

Sales Executive:

Western Europe

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, PET & PP. In addition, we operate a sizeable plastic scrap trading business via our offices in UK, Europe, Turkey & Asia that deals in a wide range of polymers.

Securing sales of our recycled plastic materials from new and existing customers 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 expectations.

Our ideal candidate

Goal-orientated, not afraid to get their hands dirty and love to close deals constantly. They turn challenges into opportunities and quickly solve problems. When things are tough, take perspective, step back and remain objective to ensure the desired outcome is achieved. In this way, we stay flexible, seek to pinpoint what really matters and find workable actions, quickly. Our people are eager to stay up-to-date by reading, attending training and take ownership of personal development.

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 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.

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 1 (30-60 mins)
Step 2: Telephone Interview 2 (90-120 mins)
Step 3: Psychometric Testing Online
Step 4: Interview 3 (60-90 mins)
Step 5: Reference Checks
Step 6: Competency tests (60-90mins)
Step 7: Interview 4 (30-60 mins)

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

Job Summary

The Sales Executive will be dedicated to developing diverse sales markets of scrap or recyclable plastics and closing profitable deals with clients in Western Europe. The territory will consist of Germany, Holland, Belgium, Switzerland & Northern France (If candidate is UK based, it may also include the UK).

Skilled at research, time management and negotiating, our ideal candidate 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, managing dynamic market conditions (exchange rates, material prices & shipping rates) and react quickly to changing priorities without being flustered.

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

This role is suited to an ambitious individual who is driven and disciplined.

Role Requirements:

To be considered for this role, candidates will have sales experience/ business development 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 2-3 days per week. They will be motivated by developing new business and take an inquisitive approach to learning about customer needs. They will be comfortable working in an environment where there is pressure to close deals daily and working with colleagues from different locations around the world.

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

Essential Duties & Responsibilities

Business Development & Delivery:

- Enhance relationships with existing plastic recycling customers to increase volumes & margins
- Develop new customers to diversity business and to increase overall volumes and margin
- Develop multiple customers for each available product across the geographic region to ensure consistency of trade in all market conditions
- Maximise margin by using effective negotiation techniques
- Negotiate/ close deals and handle claims or objections.
- Actively seek out new sales opportunities through cold calling, networking, social media, attending conferences and trade fairs etc.
- Collaborate with team members to achieve better results
- Systematically work through all prospects to establish relationships that result in profitable, long term business
- Actively engage with the greater team to develop skills and share knowledge
- Gather feedback from customers and prospects and share with internal teams
- Conduct market research to identify selling possibilities and evaluate customer needs
- Perform customer site visits to build relationships and discover market information

Reporting & Management:

- Keep detailed logs in CRM of all activities constantly
- Maintain accurate records of customer information in CRM, including material requirements
- Use knowledge of competitors and market to develop Vanden's unique selling propositions
- Consult with senior management to share business or market trends with a view to further extend market penetration and services
- Contribute to developing standard operating procedures for sales and customer service to mitigate risk and ensure seamless workflow

Client Retention:

- Maintain and enhance existing client 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 the product being supplied is per the company quality requirements

Research:

- Develop a thorough understanding of the nature of the business by analyzing previous sales data and publicly available information
- Develop a thorough understanding of Vanden's people and capabilities
- Research and develop a thorough understanding of your clients' 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 Executive 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
- Experience of handling and overturning objections and converting into sales
- Experience of trading plastics, scrap plastics or other scrap an advantage but not a requirement
- Experience of successfully using a range of sales techniques to secure new business
- Experience of successfully managing existing accounts & acquiring new ones at the same time
- Experience of using a CRM system to record accurate customer data
- Self-motivated with a results driven approach
- Fast learner and passion for sales

Skills & Abilities:

- Multilingual (fluent English is a requirement, plus either German, Dutch or French)
- Able to stand back and review data/information to see the 'big picture'
- Able to use logic and reasoning to appraise situations
- Able to anticipate opportunities and risks
- Able to build rapport quickly with colleagues and customers
- Able to negotiate effectively with customers to maximise margins
- Able to effectively collaborate with colleagues to achieve results
- Able to manage and respond quickly to changing/competing priorities
- Highly organized, able to independently plan own time e.g. Outlook calendars and reminders
- Able to follow internal procedures (CRM, Budgeting, Admin etc.)
- 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 and other MS Office products
- Able to undertake effective internet research (not only Google)

General Attributes:

- Willing to take ownership of the role and drive success
- Persuasive with a 'can do' attitude, mindful of customer needs (also knows when to say "No")
- Self-aware and reflective on successes and failures – seeks feedback
- Empathetic towards others
- Focuses on facts and evidence over 'story'
- Resilient approach – 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
- Values team above self

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!