

## Business Development Manager – Europe Sales

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

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 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.

We are headquartered in Hong Kong with operations and representation in Australia, Finland, Ireland, Netherlands, Spain, Turkey & UK. We operate a recycling facility based in UK in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection and recycling of a variety of plastic waste from the manufacturing, packing and warehousing industries across the UK.

### **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:** Interview 1

**Step 2:** Interview 2

**Step 3:** Interview 3

**Step 4:** Reference Checks

Expected timeline to complete is 3-4 weeks depending on candidate & reference availability.

## Job Summary

Your role will be to generate sales and develop a diverse customer base for Vanden's range of recycled plastics, sourced from our regional and global operations. With ownership of a market segment (reporting to regional & global management), you will be dedicated to upholding the standards that have made Vanden one of the world leaders in recyclable commodity trading.

Working closely with local and global teams, communicating with colleagues across the world every day, a highly collaborative and entrepreneurial mindset are key to being a top performer.

You will receive multiple raw material offers daily from our global teams. Each must be analysed in detail to ensure you have a thorough understanding of the product, who it is suitable for and a strategy to negotiate top market pricing whilst under time pressure.

Being able to manage ongoing negotiations, incoming new opportunities and customer development all at the same time makes this role suitable for a skilled trader who is highly effective in time management. Able to execute deals daily in a dynamic, fast changing market.

Success is achieved through a disciplined and consistent approach to building relationships, utilising the CRM and hunting for your own leads to keep a full pipeline of opportunities.

Our ideal candidate will thrive in a fast-moving environment, react quickly to changing priorities, be able to follow internal processes and proactively manage risk.

An excellent communicator, you will demonstrate an optimistic and persistent approach, always open to giving and receiving feedback on performance. Not willing to settle for second best, challenges are seen as an opportunity to learn.

This role is suited to an ambitious individual who is motivated, goal driven and wants to be part of a Values driven organisation in a growth industry.

## Essential Duties & Responsibilities

### Business Development & Delivery:

- Execute sales for scrap plastics sourced from our global locations to licensed manufacturers and recyclers
- Enhance relationships with existing customers to increase volumes & margins
- Develop new customers to diversify business and to increase overall volumes and margin
- Identify all prospective customers within the market segment allocated
- Systematically work through all prospects to establish relationships with customers who meet Vanden operating standards
- Actively seek out new sales opportunities and conduct market research through research, cold calling, networking, social media, attending conferences and trade fairs.
- Maximise margin by using effective negotiation techniques
- Able to challenge customer views and counter objections to move towards closing a deal
- Actively engage with the greater team to develop skills and share knowledge
- Gather feedback from customers and prospects and share with internal teams
- Perform customer site visits to build relationships and discover market information
- 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

### Reporting & Management:

- Keep detailed logs in CRM of all activities constantly
- Maintain accurate records of customer information in CRM, including material requirements
- Provide feedback & market reports to Management
- Use knowledge of competitors and market to develop Vanden's unique selling propositions
- Contribute to developing standard operating procedures for sales and customer service to mitigate risk and ensure seamless workflow

### 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 commodity Sales experience based 'on the road' and:
  - a track record in developing a high volume of new business accounts 'from scratch'
  - a track record of working to and exceeding financial targets
- Experience of handling and overturning objections and converting into sales
- 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 procedure & policy (CRM, Admin, Trial Policies, Customer Onboarding)
- 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 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

# 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.