

Job Description:
Business Development Manager

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| Function: | **CS Sales** |
| Position:  | Business Development Manager – Food  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | **Business Development Director – Food**  |
| Additional reporting line to: | **N/a** |
| Position location: | **Home based with travel** |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Support the delivery of the CS strategy for growth through new business and cross selling activities across all food offers
* Responsible for the delivery of personal sales targets through profitable, right client right terms business by leading bids from inception to conversion, successfully handing over to mobilisation & operations
* Acting as the primary representative of the CS Business Development team to develop the sales pipeline accordingly through effective client relationship management and the expert use of practices to develop client insight – in particular to ensure the increasing practice of ‘consultative sales’ methods in identifying client needs and developing solutions that draw upon a range of Sodexo services and offers
* Encouraging innovation to develop and grow the business beyond core activities and secure Sodexo’s position as a preferred supplier
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| * Overall sales team target of EUR 48m for FY22
* Personal target of EUR 5m for FY 22
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| * The role reports to the Busines Development Director (Food) and will be one of a number of sellers within the team
* There will be support on bids from relevant SMEs, bid manager and pricing analysts
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Direct or matrix line management during specific bid project
* Cross functional collaboration to deliver the most compelling client proposition
* Supporting globally led sales opportunities in region
* Managing the offers & solutions available within the Organisation versus the need to provide innovative and compelling offers to clients
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Developing relationships with prospects to ensure an excellent pipeline is maintained within their responsibilities
* Manage and update the prioritisation of prospects, including nominating targets
* Creating compelling tender documents which effectively answer client needs and deliver a clear winning strategy for Sodexo CS in compliance with agreed standards and practices.
* Project manage key accounts for organic growth and new business
* Supporting retention through active involvement in re-bid activity in partnership with OPS
* Nurture client relationships in order to stabilise & develop them for the long term.
* Develop organisational relationships based on a ‘partnership’ and compliance approach
* Identify business targets, define the priorities and design the Sales Plan for our market
* Managing the end to end processes with the prospective clients by identifying the expectations of the prospects and designing commercial proposals specific to the prospect.
* Identify the expectations of the prospective clients and design commercial proposals specific to each client and in compliance with agreed standards and practices.
* Prepare and complete Tenders / Bids and negotiations in partnership with Operational Teams with the client and for closing of deals within your delegation of authority and in conjunction with your line manager and colleagues
* Achieve the defined Annual Sales targets and promote Sodexo Health and Safety and Quality standards through the Offer Development.
* Participate in the promotion of the image and brand of Sodexo in all agreed markets in a professional and ethical manner at all times.
* Promote quality communication and relationships with both existing and future clients, consultants and other relevant bodies
* Operate within the guidelines and delegations of authority as defined
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Develop and maintain a sales pipeline that meets our strategic plan and identified sectors
* Achieve sales targets through a combination of new business, additional services and retention
* Develop solutions to exceed client expectations and create a competitive advantage
* Support external branding through attending appropriate networking and client events and relevant industry bodies.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Demonstrable track record of developing food offers – via ops or sales
* Degree or equivalent in a relevant technical subject Management qualification (ILM, CMI, DMS, NVQ)
* Sound knowledge of the industry/client sectors, including sound knowledge of both private and public sector tendering and commissioning procedures
* Exceptional client relationship management skills
* Development of commercially viable solutions based on rigorous techniques to understand client needs and price products/services accordingly
* Excellent communication, influencing and facilitation skills. Will be required to communicate with audiences ranging from large groups to individuals, normally in very senior roles, and excellent inter personal skills are essential.
* High standards of numeracy and written communication, particularly sales/bid copy
* Ability to develop ideas, initiatives and new approaches across all areas including assessment of the mechanics of delivery, financial costs and human and technical resource requirements.
* Externally the person has a key representational role to play on behalf of CS and must be able to establish a high degree of credibility with other parties.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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