



Job Title: Sales Support Executive	Team: Hales and Coultas Plumbing and Heating
Service: Commercial	Responsible to: General Manager

Job Summary

The Sales Support Executive will have responsibility for identifying and evaluating all new business opportunities and producing and submitting all completed tenders and quotes. Working closely with General Manager and Commercial contract Managers you will be a key member of the team responsible for delivering business growth.

Main Responsibilities

- Proactively look for new sales opportunities in line with the company's growth plans
- Ensure the website and social media profiles are up to date
- Ensure the business is promoted on the all relevant external portals and tenders sites and monitor and manage all incoming opportunities via these sites
- Review all incoming enquiries for suitability
- Working with the General Manager and Contract Managers to manage the production of compelling tenders and quotations
- Produce all accurate pricing and written submission responses within deadlines
- Attend suitable networking events to strengthen and grow relationships and grow business opportunities
- Ensure that all quotations and tender submissions are delivered on time and in a compliant manner
- Seek feedback for unsuccessful submissions and adopt a "lessons learnt" approach
- Compile and manage an accurate tender response library to reduce the time taken to create quotation and tender response submissions.
- Manage the process to ensure all annual certification (e.g. CHAS, Constructionline) is achieved
- Manage and update the sales pipeline in line with company processes
- Manage a full handover process of contract awards to Commercial contract Managers and support contract delivery requirements
- To support with pre and post contract client visits and communications as required.
- To support with the administering of Health and Safety processes and reporting in relation to works quoted

Skills, Competence, Experience Required

Identify the key skills, competence and experience required for the role and include any relevant qualifications

- Previous experience of a similar role in a Plumbing/Heating/Construction environment would be advantageous
- Must be able to produce accurate quotations relating to plumbing and heating works, repairs & installations
- Production of follow plans and heat calculations form part of this role
- Excellent knowledge of MS Office including Excel and Word
- Excellent verbal and written communication skills
- Fantastic attention to detail
- Must be able to work on multiple complex projects to tight deadlines
- Comfortable working under your own initiative, as part of a team, or as a team leader as required.
- Good understanding of social media marketing
- Ability to engage with all colleagues up to Board level
- NVQ Level 2 Plumbing & Heating or above (preferred)

Lone Working

Lone work is a requirement for this role on occasions

Health & Safety

- All colleagues – To be aware of risks to personal safety, other employees, customers, company property and company reputation and to highlight such risks to managers immediately.
- Manager/Director – To be aware of risks to personal safety, other employees, customers, company property and company reputation and to promote a culture of risk mitigation in the planning and execution of all tasks.

Environment and Sustainability

- To ensure the environment and sustainability policies are understood by the post holder
- To promote the importance of considering the environment and sustainability in the role
- To treat the environment with respect and commit to ensuring all services/activities that are provided in this role have taken the impact on the environment into consideration/action plan

Risk Management

- *All colleagues - To be able to identify risks that may affect the achievement of personal and service objectives. To support the organisation's risk management process through good communication and carrying out actions to reduce identified risks.*
- *Manager - To have an understanding of the organisations risk management process. To be able to identify, analyse and evaluate risks that may affect the achievement of service and organisational objectives. To manage and respond to risks appropriately.*

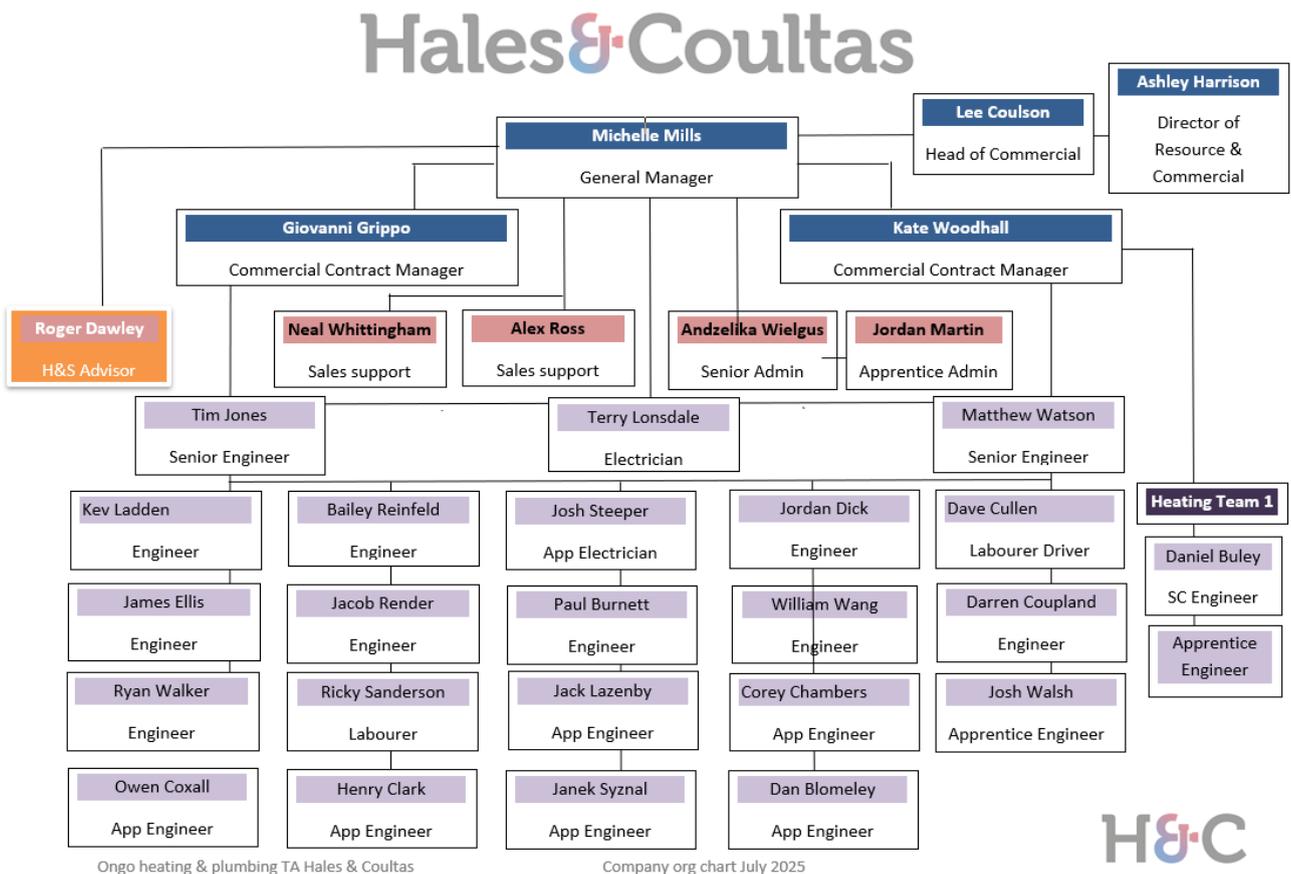
Equality & Diversity

- *To promote equality and diversity amongst our stakeholders, residents, customers, clients, colleagues, board and committee members and all those we work with.*
- *To ensure all customers' needs are understood and all services that are provided meet individual needs, including in relation to the protected characteristics and customers with additional support needs.*
- *To treat everyone with dignity and respect at all times.*

Position in Organisation

- *How many colleagues is the role responsible for? 0*
- *Is the responsibility shared with another post? 0*

Organisation Chart



Notice Period

1 month

We value your feedback!

We are committed to creating an inclusive and accessible recruitment process. If you have any suggestions or feedback on how we can improve this role profile to better meet your needs, please do not hesitate to contact us at peopleandculture@ongo.co.uk.

Your input is invaluable in helping us ensure our materials are accessible to everyone.



Be a great landlord



Customer focus



Growth and sustainability