



Together,
we are a team

Commercial Sales Manager

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**Trust
Tobermore**

75 Years & counting

Background

Tobermore is a European Quality Award winning company. We are a UK based paving and walling manufacturer specialising in the supply of world class landscaping materials including block paving, paving flags, kerbs, edging and walling products for both the domestic and commercial markets throughout the UK and Ireland.

Our customer service

Our approach to customers provides reassurance and confidence that we listen to their needs, which makes us the supplier of choice. Tobermore seek to build lasting relationships with our customers by surpassing their expectations in quality and service. We believe in conducting our business in a manner, which achieves sustainable growth whilst maintaining a high degree of integrity, trust, honesty and teamwork.

Our business processes

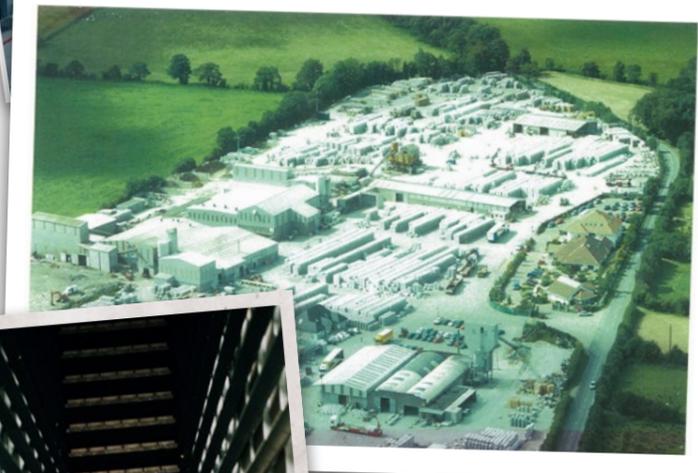
We make it easy for customers to do business with us. We have put the correct processes in place so customers find it easy to deal with us and get the products and information they require faster than our competitors.

Our products

We provide our customers with a market leading choice of products to suit all project requirements. Our product quality throughout the years continually meets and surpasses customer expectations. Tobermore has received many other accolades to further support the company ethos of excellent customer service whilst providing high quality products. Tobermore is also an accredited ISO14001 and ISO9001 company.

Our people

Our people are the backbone to our company. They understand the importance of customer relationships. People buy from people. Our success is a testament to how customers appreciate our staff that have been trained and developed to deal professionally with all customer requirements.



Commercial Sales Manager

Job Title

Commercial Sales Manager

Reports To:

Head of Commercial Sales & Commercial Team Leaders

Job Summary

Secure orders for Tobermore products by meeting and influencing our targeted customer groups; whilst providing support to the specification executives to ensure we turn our specifications into orders.

Key Responsibilities:

The following list constitutes the key tasks and duties of your post upon which your job performance will be assessed. Tasks are not in any particular order; therefore, the sequence which they appear should not be interpreted as indicating priority or relative importance.

- Secure orders for Tobermore products at agreed prices via Tobermore head office.
- Hold confirmed project specific meetings with the following customer types:
 - Main Contractors (both regional and national based in your designated area of work and as agreed via sales review meetings).
 - Groundworkers (as agreed via sales review meetings).
 - Civils merchants who secure commercial direct to site orders.
- Manage project opportunities that have been created and ensure we have all the correct information so that we can secure the orders and achieve the targets set.
- Develop new and relevant commercial opportunities to ensure our pipeline of projects is at a level that will ensure we achieve your individual and regional objectives.
- Follow up on all project opportunities and customer requirements within the timeframes required.
- Attend sales review meetings to discuss performance against objectives set.
- Attend regional sales team meetings to support the team objectives and play an active role in these meetings.
- Work with the regional sales team form Specification, Housebuilding and Business Development, who will support you in your role.
- Actively work on your target list of customers and ensure we are meeting those that can provide us with the most orders.
- Develop strong customer relationships to enable you to gain repeat orders.
- Use our added value services such as the design services to help gain more orders.
- Actively plan your diary in accordance to company procedures.
- Use hospitality as per company procedure to build and maintain relationships.
- Attend appropriate networking events to build your contact database and enable you to follow up and secure one to one meetings.
- Record all customers' interactions and notes as per company procedure.
- Learn all the products and services that Tobermore can provide.
- Maintain CRM system as per procedures.
- Use LinkedIn to identify customers and increase Tobermore brand awareness.
- Communicate professionally at all times with customers and as per company training provided.
- All of this will be focused on the region and customers that have been allocated and agreed with you via the sales review process.
- Any other duties as required.

Please note the word 'manager' is reflective of your role in managing your commercial opportunities and specific customer relationships in your designated region – it does not constitute managing other staff.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

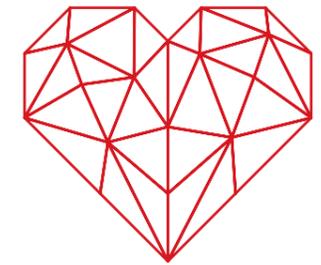
Requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSE's to include English & Maths A – C or equivalent 	<ul style="list-style-type: none"> • A Levels or equivalent • 3rd Level Qualification (Business related)
Experience	<ul style="list-style-type: none"> • 6+ months of customer service experience 	<ul style="list-style-type: none"> • Sales, Customer Service Experience • Face-to face selling • Presenting Experience • Sourcing project specific opportunities and following these through to secure the order. • External sales experience.
Knowledge, Skills and Competencies	<ul style="list-style-type: none"> • Negotiation skills • Punctual • Self-motivated • Team Player • Enthusiastic • Hard Working • High Social Skills • Relationship Builder • Independent thinker • Excellent Communication Skills • Confidence to work independently or as a team • Very well organised • Ambitious • Adaptable to change • Rejection Handling • Engaging • Strategic Thinker • Positive Outlook • Persistent • Well Presented 	<ul style="list-style-type: none"> • Construction Industry knowledge • Regional awareness • Telemarketing • CRM experience • External sales experience • Business Development Experience
Physical Circumstances	<ul style="list-style-type: none"> • Full and clean driving license • Living location close to area that they will be covering 	

Heart

Humility, Excellence, Adaptability, Reliability, Team

WE RECRUIT
PEOPLE WHO
**SHARE OUR
VALUES**



HUMILITY

People

- We act with strong moral principles demonstrating integrity, sincerity & truthfulness.
- We will say what needs to be said, not simply what you want to hear.
- 'We' over 'I' always.

Customers

- We believe customers are the most important judge of the quality of our products and processes.
- We will listen to our customers, deliver on our promises and be honest.
- We develop great products and great services by focusing on what our customers want & need.

EXCELLENCE

People

- We embrace, encourage and engage in continuous improvement and continuous learning.
- We are driven to be the best in everything we do.
- We strive to deliver great results.

Customers

- Providing customer service excellence is at the forefront of our thinking.
- We focus on building relationships designed to maximise customers product & service experience.

ADAPTABILITY

People

- We are innovative and work smart.
- We are always prepared, organised and motivated to take on new challenges.
- We are receptive and are open to new ideas and change.

Customers

- Continuous improvement is driven from our customer feedback.
- Our team often adapt to meet customer needs.

RELIABILITY

People & Customers

- We always deliver on our commitments.

TEAM

People

- Many of us are more capable than some of us... but none of us are as capable as all of us!
- We celebrate accomplishments as a team.
- We are all brand ambassadors.

Customers

- Our teams all work together, delivering you a world-class service.
- We can guarantee you the best team will be working on your project.

Training

The Tobermore Induction Programme consists of 5 weeks training, 3 of which are completed virtually and 2 shadowing an experienced Commercial Sales Manager.

Week 1

Introduction to Tobermore

Week 2

Shadowing an experienced Commercial Sales Manager

Week 3

Technical product training

Week 4

Shadowing an experienced Commercial Sales Manager

Week 5

Researching leads training and securing appointments

“*Tobermore hire great people and give them the tools to become awesome. The training, the people and the products are World Class. In short, the customers love Tobermore because the employees love Tobermore.*”

Benefits of working for Tobermore



Competitive Salaries

The salary for this role is negotiable depending on experience.



Bonus

A bonus scheme is included in the remuneration package for this post.



Pension

You will be eligible to join the organisation's contributory pension scheme



Annual leave

Your annual leave entitlement will be 30 days. Annual leave entitlement increases with service.



Holiday Purchase Scheme

We have a holiday purchase scheme available for all employees.



Career Progression Path

A company credit card is provided.



Company Branded Clothing

Being part of an Award Winning Company – 'One to Watch' for Successful Workplace Engagement



Being part of an Award Winning Company

– 'One to Watch' for Successful Workplace Engagement, won the European Foundation for Quality Management (EFQM) Business Excellence Award.



Listed as Top 100 Company NI

Belfast Telegraph.



Opportunity for Flexible Work Life Balance



Corporate Social Responsibilities Employer



Connected Employee Well-being App

BHSF Connect Well-being Employee App – 24/7 Employee Support



Payroll Giving Employer.



Long term career prospects

Growing and financially stable family business.



First class working environment

Newly refurbished & enhanced headquarters building.



Complimentary Employee Events.



Length of Service Awards.



Very strong emphasis on training

(internal & external), mentoring & development.



Online Learning System



Excellent workplace culture & team approach



Company contribution to Employee Eye care costs



Car Allowance Scheme



IT Welcome pack (Laptop, iPad, iPhone)



Fresh Tea, Coffee

Fruit & Selection of bread when at HQ

Testimonials



Andrew Sim
Commercial Sales Manager



It is genuinely exciting to be part of the on going Tobermore success story. In my role of Commercial Sales Manager, no two days or indeed customers are the same, as I look to provide, Technical, Design and Sales Support which will enhance pending high profile Commercial Projects. I know I speak for the whole Commercial Team when I say we thrive on the challenges that our Main Contractor, Groundworker and Housebuilder customers set us, especially with the World Class Products and Services that we have at our disposal. At Tobermore, it truly is a case that "Together we are more!"



I have been part of the Tobermore Team for over seven years and I can honestly say Tobermore is an amazing company to work for. Tobermore is full of hardworking likeminded people all of whom have the same goal, "Customer Satisfaction". We all have the internal desire to be the best at what we do every time we do it! It's a great environment to work in, every day is different, and the support you will receive could not be bettered."



Roger Hewitt
Commercial Sales Manager



Matt Nunn
House Builder Sales Manager



Working for Tobermore has been amazing, as soon as I started my time here, I was made to feel welcome by every member of staff I came across, there truly is a family atmosphere. Everyday is different when you work for Tobermore, its not without its challenges and pushes you to use those skills built up through your time in education but the satisfaction when you are successful here is outstanding."



Well-Known Schemes

See more online at: www.tobermore.co.uk/projects



British Airways i360, Brighton



Sir Chris Hoy Velodrome, Glasgow



Olympic Way, Wembley Arena, London



Bet365 HQ, Stoke-on-Trent, Staffordshire

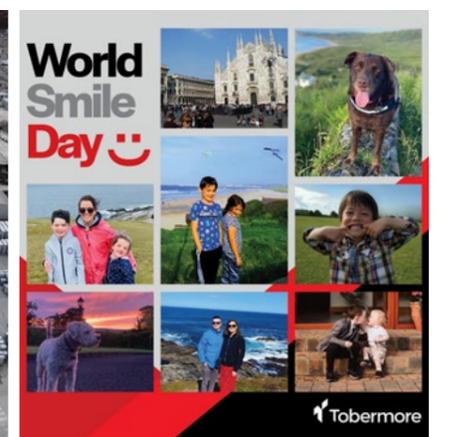
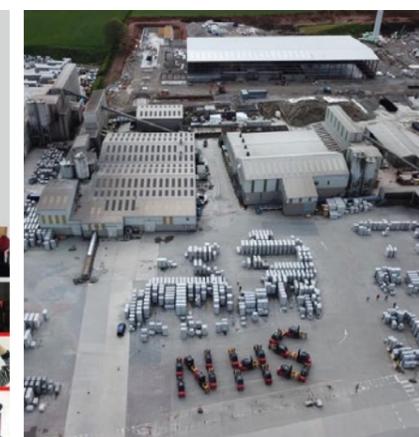
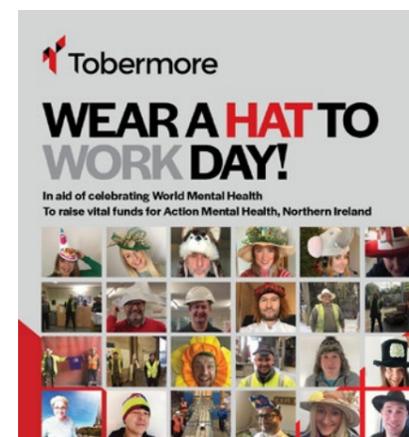


Heathrow Terminal 2, London



University of Hertfordshire, Hertfordshire

The Team





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