**Job Description**

**Main Purpose of Job:**

To identify, develop and generate new business opportunities that support the growth of ESSL across the county of Suffolk. This role will work closely with operational teams and colleagues to ensure our services deliver for our customer’s needs whenever they may need them to be delivered, across all service propositions in ESSL.

To be part of our new commercial department committed to driving commercial growth and fantastic customer service to both our new and existing clients.

**Key Responsibilities:**

1. To identify, contact and develop new business opportunities with potential new customers.
2. To establish, maintain, and develop positive business and customer relationships by serving as the primary point of contact, identifying their needs and providing tailored solutions.
3. To conduct face to face meetings, phone calls, emails, trade shows, and online presentations to promote ESSL and its services.
4. To achieve or exceed commercial targets, KPI`s and growth targets through high quality tailored proposals that exceed our customer expectations.
5. To expedite the resolution of commercial customer issues and complaints to maximise customer satisfaction.
6. To manage the entire sales process, from lead generation to successfully solving the customers need. Ensuring the customer is valued all the way through our on-boarding process to enable them to deliver their commercial goals.
7. To work closely with other departments, such as marketing, customer services, and service leadership to ensure a cohesive approach to customer engagement and address any issues as they arise.
8. To produce formal reports on current or proposed commercial activity to enable the company to learn, grow, analyse and adapt to the commercial landscape across the county including competitor behaviour.
9. To support the commercial team in delivering timely well written persuasive bids that deliver the technical needs of our future goals of our client.
10. To ensure continual service improvement at all times, by identifying process optimisation opportunities and contributing and liaising with proposed solutions.
11. To promote and adhere to the Company’s values and behaviours.
12. Any other duties reasonably compatible with those listed above.

**Line Manager: Assistant Director - Commercial**

Note: This is a description of the job as it is constituted at (August 2025) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Previous experience in a sales or business development ideally B2B in the Public or private sector.
* Highly motivated and target driven with a proven track record in sales environment.
* Strong IT skills including Microsoft office suite.
* Skilled in presentation techniques and able to fit the needs of the audience.
* Understanding of services delivered by the Company and the District Council.
 | * B2B experience in local authorities, Facilities Management, Grounds maintenance or Waste Management sectors.
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| **Skills and Abilities:** | * Excellent selling, negotiation and communication skills
* Prioritising, time management and organisational skills.
* Ability to create and deliver presentations tailored to the audience needs.
* Ability to identify, research, and qualify new opportunities within Suffolk and surrounding areas.
* Confident in negotiating service agreements, pricing and contract terms while balancing commercial benefit and customer value.
* Ability to work on own initiative and from varied locations.
* To have a customer centric mindset, with the ability to build trust and long term relationships focussing on the client’s operational needs.
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| **Education and Training** | * 4 GCSEs (Grade 4/C or above) or equivalent which include English Language and Mathematics.
* 18 months relevant experience and training within a sales environment.
 | * Relevant Sales or Business Development qualification.
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| **Other Requirements** | * Ability to travel between customer locations in Suffolk.
* Necessary to work within data protection and confidentiality requirements.
* A Commitment to the Corporate Customer Service Standards.
* Commitment to own development and to supporting training and development initiatives.
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