



Q Assure Build Ltd

Job Profile: Business Development Representative

Job Title	Business Development Representative	Line Manager	Sales Director
Responsible for	N/A	Location	Ardrossan, Ayrshire - OR - Remote Working
Salary Scale	Basic Salary circa £30,000 per annum, plus open-ended commission earning opportunity, plus benefits		

Overview of Company

Q Assure Build Ltd is a provider of Structural Defects Warranties for new build, refurbishment and conversion developments which puts quality build and customer service first. Our team is knowledgeable and experienced, helping developers and builders to identify issues early so that they don't become problems for their customers. We are flexible and solution-focused: we understand that every site is different, and every build has its own challenges. We look up from the checklist to help our clients' progress. People deserve better buildings, and we know there is a better way to build. We drive high standards wherever and whenever we can.

Q's mission is simple - to improve standards of construction, one building at a time.

Key Functions of Role

The position will involve (as a minimum):

- Prospecting new opportunities, driving new business income and taking responsibility for direct sales throughout the sales process.
- Self-motivating to meet and exceed sales targets and achieve agreed KPIs in terms of sales, call volume, new enquiries and invoicing levels.
- Following up all available sales leads and maintaining sales momentum.
- Ensuring all leads are closed by following up indications and quotes within agreed time limits.
- Identifying opportunities that fit into the Q target market using Barbour ABI and other lead sources.
- Representing Q and associated companies as a key Client contact throughout the country and act as key ambassador for all Q, and associated company, services.
- Liaising regularly with clients and prospective clients to follow up indications and initial information provided to secure new business, following up indications and quotations to maintain high conversion ratios.
- Guiding prospective clients to register new projects, taking them through the process and assisting where necessary.
- Deliver high standards of customer relations and service and be a positive company representative to customers and external stakeholders.
- Providing new clients / prospective clients with corporate documentation relating to Q, including marketing brochures, registration documents and guides.
- Monitoring client activity through Barbour ABI to close the gap between clients submitting planning permission and choosing a warranty provider.
- Following the internal Underwriting Guide to assist in the preparation of project pricing within agreed parameters, in line with the company's protocol.
- Providing formal feedback & reporting so that the company can respond to changing market conditions.
- Taking responsibility for completing and keeping up to date with ongoing FCA compliance training and requirements.
- Record all activities in compliance with FCA requirements, maintaining accurate and exceptionally well-organised electronic filing systems on Company Dropbox, ensuring all relevant documentation is clearly labelled and stored in a logical manner.
- Providing support and assistance to the Underwriting Team for compliance activities and taking part as required.
- Promoting all services currently offered by the Company, general administration and any other duties as reasonably required by the Company.



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Key Attributes for Post Holder

- A proven track record in office or call-centre based sales, must be able to demonstrate the ability to persuade and influence senior people, ideally, in a commercial environment.
- Relevant experience in a sales, marketing and business development environment, with experience of telephone marketing, ideally within the house building and construction industry, or within the insurance industry.
- Ambitious, target-driven, enthusiastic, self-motivated individual required, with the ability to work independently and unsupervised. Must also integrate well as a team member and generally possess a flexible attitude. This role will require a confident individual who has the ability to develop and maintain relationships with a wide variety of different personalities.
- Excellent communication skills essential. Ability to converse confidently with people - excellent written & spoken English with a keen eye for detail is absolutely essential for the role. Excellent telephone manner & ability to remain calm in all situations.
- Exceptionally well-organised individual with the ability to prioritise workload with flexibility to multi-task.
- Highly IT literate and competent, experienced user of general Microsoft Office software, mobile phone software, general operating systems, Sales CRM and VOIP Telephony Systems. Must have a confident attitude towards the use of technology.
- A common-sense approach to business and Client requirements and the ability to quickly and accurately read situations is essential.
- Excellent attention to detail, a common-sense approach to business and client requirements and the ability to read situations quickly and accurately is essential.
- Smart (business appropriate) appearance, discreet nature, flexible attitude, and a general commitment to do what it takes to get the job done.

Additional Information about the Position

- This position is offered on a full-time, permanent basis.
A six-month probationary period will start from the date of commencement of employment with the potential for intermediary reviews during this period.
- An attractive performance-based incentive scheme is provided in addition to salary and benefits. Full details will be provided separately.
- This position attracts 25 days annual leave (plus bank holidays).
- On a non-contractual basis, the Company offers all employees the opportunity to have an extra day of leave on their birthday each year.
- The Company operates a Non-Contractual Holiday Buy-Back Scheme, details of which will be provided separately.
- The role requires the post holder to be involved in the insurance distribution activity of the company. As the company is FCA regulated, we are required to carry out a series of "Good Repute" checks, including credit check and criminal background checks to ensure you are suitable for the position. Please advise if you think you may have any issues with these criteria.
- This position is home or office-based (depending on location) but may involve travel to sites / client offices / other company offices, on occasion requiring overnight stays.
- Hours of work are minimum of 40 hours per week - start & finish times are reasonably flexible provided client and company needs are met in full and minimum weekly hours are covered. *If required by a particular deadline or other circumstance, the Company may request overtime working.*
- The company operates a group personal Pension Scheme and will make employer contributions in line with auto-enrolment, in addition to contributions made into the scheme by the employee. *This is available after three months of employment.*
- The company operates a private company medical scheme, which is available to all employees. The employee may opt to extend this to cover family members and/or dental plan by a personal contribution. *This is available after successful completion of the probationary period.*

How to Apply

To apply for this position, please send your CV to Morag Bratchie at morag.bratchie@gassurebuild.co.uk.

Please note that direct applications are welcomed for this position - it will not be available through third party recruitment agencies.

To find out more about Q, please visit www.gassurebuild.co.uk.