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| Job Title | Business Development Executive | Date | March 2022 |
| Responsible to | Commercial Manager | Prepared by | CT / PD / ND |
| Responsible for | N/A | Location | Ardrossan, Ayrshire |
| Salary Scale | Basic salary range from £18,000 - £25,000 per annum (depending on experience) + performance based bonus + benefits | | |

Overview of Role

The Q Policy from Q Assure Build Ltd is a Structural Defects Warranty 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.

As a result, Q is looking for experienced sales professionals to assist with developing our client base across the UK and increasing company turnover and profitability. The ideal person will be an enthusiastic, friendly and self-motivated individual with excellent communication skills and a clear drive to achieve personal targets and help the company grow.

At Q, we are keen for our staff to enjoy working for our team and we promote a healthy work-life balance. We believe this approach encourages a more positive working environment which is to the benefit of our employees, our clients, underwriting partners and ultimately, our policyholders.

Key Functions of Role

The position will involve (as a minimum):

- Represent Q and associated companies as a key client contact throughout the region and act as key ambassador for all Q and associated companies services.
- Developing and maintaining relationships with existing contacts and developing relationships with new clients, through regular contact, in order to secure new work streams for Q.
- Generating leads and identifying new business opportunities that fit into the Q target market, including the use of lead source programs (e.g. Glenigan).
- Providing support to Business Development Director, Commercial Manager and Sales Team including diary management, appointments, client requests and correspondence.
- Compiling, issuing and tracking correspondence with prospective clients, including marketing emails and targeted campaigns.
- Following up leads and marketing campaigns by telephone / email in order to secure and arrange meetings for the Business Development Director & Sales Team.
- Providing new clients / prospective clients with corporate documentation relating to Q, including marketing brochures, registration documents and guides.
- Developing relationships through meetings, emails and phone calls to promote client loyalty and ensure repeat business from current and prospective clients.
- Assisting with the development of marketing campaigns including website, email and other communications.
- Liaising with brokers and their clients to manage the information flow required and maximise business opportunities.
- Assisting prospective clients with providing the information flow required for pricing and registering projects.
- Managing corporate documents, including issuing / receiving information to / from client files and logging appropriately on the company server.
- Taking responsibility for information flow from clients pre-indication and liaising with Underwriting Team to ensure all required documentation is made available.
- Recording all activities in compliance with FCA Regulations, maintaining accurate and exceptionally well-organised electronic filing systems.
- Maintain project files 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.
- Assist Business Development Director and Commercial Manager with audit preparation and ensure that files are ready for review.
- Taking an active part in the Business Development Team, helping it to grow and develop, contributing to processes and procedures and suggesting improvements for best results.
- Making full use of the company CRM system, ensuring data entered is accurate and up to date, and generating reports and data as required.
- Assist the Directors in the overall growth and development of the Q brand.
- Promote all services currently offered by all Group companies to all Clients. Any other duties as reasonably required by the Company



Key Attributes for Post Holder

- The ideal candidate will have a proven track record in sales and must be able to demonstrate the ability to converse with senior personnel in a commercial environment, with the confidence to persuade and influence existing and potential clients. Relevant experience in a telesales, marketing and business development environment is necessary.
- Excellent communication skills are essential – a high level of written & spoken English, with a keen eye for detail is absolutely essential for the role. Excellent telephone manner with the ability to remain calm in all situations, and handle difficult/sensitive situations with diplomacy and tact.
- The ability to converse confidently with people at all levels is essential. The role requires a confident individual who has the ability to develop & maintain relationships with a wide variety of personalities.
- Ambitious, enthusiastic and self-motivated individual who is resilient and determined, and can work independently and unsupervised, but also integrate well as a team member.
- Experienced administrator preferably with a formal education - although this is not compulsory, depending on experience. The candidate should hold at least a Higher / A Level in English and preferably Maths.
- IT literate and competent, experienced user of all Microsoft Office software - high level of competence expected in Word & Excel and must have a confident attitude towards the use of technology.
- Exceptionally well-organised individual with the ability to prioritise workload with flexibility to multi-task.
- Smart (business appropriate) appearance, discreet nature, flexible attitude and a general commitment to do what it takes to get the job done. A common sense approach to business and Client requirements and the ability to quickly and accurately read situations is essential.

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.
 - This position is office-based but may involve travel to sites / client offices / other company offices, on occasion requiring overnight stays.
 - An attractive performance based incentive scheme is provided in addition to competitive salary and benefits. Full details will be provided separately.
 - This position attracts 25 days annual leave (plus bank holidays).
 - 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 3 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.*
- The company offers an individual development programme which is developed with Line Managers, establishing key targets and rewards (aims based on successful achievement of targets/stepping stone) for all employees who wish to develop one.
- This is aimed at personal development to the benefit of the individual as well as the Company, which may be towards specific training needs, a professional or academic qualification and/or diversification of skill levels and experience within a different field to that currently undertaken as your main role.
- The company encourages everyone to develop and diversify their own knowledge base and qualifications/skills.

Further Information about Q

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

To find out more about Q and its associated companies, please visit www.qassurebuild.co.uk.

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