

Business Development Manager			
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Job Description

Department/location:	Midlands – Future Industrial Services
Hours of work:	8:30am – 5:00pm (30 minutes lunch break)
Reports to:	
Holiday:	25 days plus 8 bank holidays PA
Other benefits:	Participation in pension scheme /Company vehicle (or allowance)/ Contributory pension scheme

General:

Business Development of Future Industrial Services – from securing new enquiries through to hand over to operations for service delivery - with a particular focus on development of general industrial services covering M5, M42, M6 and M40.

The sectors include (not exhaustive) ; Manufacturing, F&B, Automotive, Utilities, Chemical, Hygiene, Waste Management and Energy.

Services include but are not limited to wet industrial services (Jetting, Tankering, Jet Vac, CCTV, Tank entry and Cleaning), dry industrial services (DISAB) and onsite provision of labour and/or resource.

Main Duties:

- Proactively support and embed FIS's health and safety culture, behaviour and values across all services and activities. Support the operations team in the delivery of Industrial Services ensuring the health and safety of all relevant stakeholders and the protection of the environment.
- Ensure compliance with the relevant environmental permits, regulatory guidance, and the company's management system.
- Business development of Industrial Services to new and existing clients, incremental to Future's Business Plan, UK-wide, with a particular geographic focus in the Midlands.
- Ensure high levels of customer service in all aspects of service delivery.
- Ensure non-conformances and service failures are dealt with in an effective and efficient manner with timely and appropriate feedback to customers.
- To maximise margins on all activities and provide continuity of work for FIS' team in a timely and planned manner.
- Ensure a strong pipeline of new contracting opportunities, recorded and reported through Pipedrive.
- Work collaboratively with other divisions and business units within the wider FIS group to deliver synergy value, especially where Industrial Services lead to wastes to be treated and/or disposed of by Auegan.
- Monitor and report on competitor activity and market trends, to include key awards, development of locations and operators' contracting philosophy.
- Manage specific projects and enquiries as per business requirements.
- Maintain continuous professional development and competence for the role.
- Support business development team through close interaction and communication of information expertise.

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- Promotion of safety culture through compliance with Health & Safety requirements: policies & procedures, risk assessments, method statements, safe systems of work etc.
- Produce risk and method statements in compliance with current health, safety and environmental legislation, company, and customer policies.
- Support business development team through interactive sharing and communication of information.
- Representing FIS at customer stakeholder events
- Undertake any other reasonable duties as and when required.


General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.
- Ensure RAMS are in place for all works undertaken and presented to the client.

Other General Responsibilities:

- Maintain the physical security of FIS equipment in your possession along with any goods transported in accordance with Company Security policies.
- Maintain the security and confidentiality of Company information and data in accordance with Company IT Security and Data Protection policies.
- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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Qualifications/Training	E / D*	How assessed ***
Driving Licence	E	CV
Holds relevant professional qualification or qualified by experience.	E	CV
Experience in working with CRM tools	D	CV
Competencies		
Self-motivated with a mature “can do” attitude	E	CV/I
Business Development, Commercial and experience with Contracts	E	CV/I
Customer Focus	E	CV/I
Delivering Results	E	CV/I
Ability to influence	E	CV/I
Communication at all levels	E	CV/I
Effective and efficient contract management	D	CV/I
Self-development	D	I
Business development in IS Services	E	CV/I
Specific Post Knowledge/Skills		
Negotiating Skills	E	I
Market analysis, a good knowledge of the market and opportunities within the defined area	E	I
Delivering high levels of customer service from quote/tendering through to service delivery.	E	I
Project Management	D	I
Negotiating Skills	E	I
IT Skills esp. MS Office Word, Excel, Outlook. Pipedrive** (sales progress app)	E	I
High standard of written and spoken English for presentation of tenders etc	E	I/PA
Knowledge and experience of providing safe, compliant, and profitable Industrial Services in any relevant sector across the UK.	E	I
Effective relationships with stakeholders at all levels	E	CV
Knowledge of Waste Disposal (Declaration Forms, Outlets, Transport)	E	I

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment