

## JOB INFORMATION PACK

This pack contains the following information:

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### Job details

<b>Job title</b>	Business Development Manager – Graduate Trainees Glasgow
<b>Job reference</b>	CWR BDMGrad October 2018

### The application process

<b>Application by</b>	CV with supporting letter
<b>Application deadline</b>	Friday 9 <sup>th</sup> November 2018
<b>Assessment Day</b>	Friday 16 <sup>th</sup> November 2018
<b>Interview location</b>	Glasgow

### Contact details

<b>Completed applications for this job</b>	recruitment@changeworksrecycling.co.uk
<b>General enquiries about this job</b>	recruitment@changeworksrecycling.co.uk
<b>For an informal discussion about this job</b>	n/a

**CHANGeworks RECYCLING**

36 NEWHAVEN ROAD  
EDINBURGH  
EH6 5PY

5TH FLOOR, SUITE B  
MERCANTILE BUILDING  
53 BOTHWELL STREET  
GLASGOW  
G2 6TS

T 0800 694 0158

E [INFO@CHANGeworksRECYCLING.CO.UK](mailto:INFO@CHANGeworksRECYCLING.CO.UK)  
[WWW.CHANGeworksRECYCLING.CO.UK](http://WWW.CHANGeworksRECYCLING.CO.UK)

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BY APPOINTMENT TO  
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WASTE MANAGEMENT SERVICES  
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## About Changeworks Recycling and the role

### About Changeworks Recycling

Changeworks Recycling is the leading waste and resource management company in Scotland enabling businesses to:

- Comply with the Waste (Scotland) Regulations
- Reduce waste, carbon and costs

We provide an exceptional, needs-based and tailored separate collection service that manages our clients waste as a resource, enabling them to become more competitive by reducing waste, carbon and costs.

Every client is taken on a journey from design, implementation, performance measurement, analysis and review, through to waste prevention, and with full waste and resource value managed by Changeworks Recycling.

Changeworks Recycling was the first waste and resource management company to be awarded Zero Waste Scotland's 'Resource Sector Commitment' and is recognised as the clear market leader in the waste and resource management industry in Scotland.

Changeworks Recycling's business model demands high and exacting standards of service delivery across a diverse range of activities. Achieving an exceptional level of service on a day to day basis to some 2500 clients across central Scotland relies on strong teamwork and for all staff to uphold our values. Our ambitions include to be regarded as a centre of excellence, an aspiration fulfilled by the quality of our staff and demonstrated in our business delivery.

Our values are for staff to deliver with passion, integrity, innovation, collaboration and empowerment.

Changeworks Recycling is a successful social enterprise owned in equal partnership by Changeworks, one of Scotland's largest environmental charities, and Forbes Connor.

Visit our website [www.changeworksrecycling.co.uk](http://www.changeworksrecycling.co.uk) for further information.

### Changeworks Recycling aims to be a place of work where -

- Our staff are accountable in the delivery of our responsibilities as we are trained, empowered and supported to deliver our objectives
- The whole team is connected to the ambition of the business, collaborates and share our wisdom
- Manage staff to the best of our abilities exercising integrity, openness and respect
- Work hard, share and benefit from the success of Changeworks Recycling



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**Job Description**

<b>Job title</b>	Business Development Manager – Graduate Trainee
<b>Salary and grade</b>	£22,433 - £24,617 + commission + profit share + 8% employer pension contribution
<b>Location of job</b>	Glasgow
<b>Hours and terms</b>	35 hours per week
<b>Holiday terms</b>	26 days per annum plus 9 statutory holidays full-time

**General terms and conditions**

<b>Responsible to</b>	Senior Business Development Manager, Glasgow
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**Purpose of the job**

To plan and achieve sales activities that deliver new business opportunities in line with agreed business plans.

**1. Achieve monthly and annual business development targets**

For illustration:

- Build area / geographic based business development strategy plans
- Deliver monthly and annual activity plan detailing type and levels of activity including marketing, networking, doorstepping, relationship building
- Achieve personal business development targets
- Build relationships with clients at multiple levels including, owners, managers, staff, facilities managers, brokers etc.
- Analysing and evaluating prospective clients' waste arisings through interview and assessment to create annual estimate values of their waste and resource management contracts
- Authorising, building, creating and presenting proposals up to gold value (£10,000)
- Understand business cultures and social styles of individual clients and adapt the appropriate strategy to develop profitable business relationships
- Build business development prospecting pipelines and provide accurate forecasting for manager and team
- Build and maintain relationships with key influencers - clients, organisations, institute of waste management etc.
- Build awareness to understand competitor activity
- Build testimonials and case studies to support marketing activities



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**2. Contribute towards the development and delivery of Changeworks Recycling Business Development Plan**

For illustration:

- Identify and act upon opportunities to execute the Changeworks Recycling Business Development Plan
- Identify opportunities for Changeworks Recycling to contribute to Scotland's recycling and resource efficiency targets
- Maintain awareness of competitor activity and regularly review strengths, weaknesses, opportunities and threats (SWOT Analysis)
- Understand the wider organisation and instigate referrals for other departments
- Act to continuously improve process efficiencies e.g. CRM systems including customisation and upgrades

**3. Ensure full and proper utilisation of business development tools and other resources.**

- Provide reporting to Senior Business Development Manager including activity, pipelines and forecasting
- Identify personal training needs and advise line manager
- Update department on business development performance and activity
- Share best practice within Changeworks Recycling
- Fully utilise and maintain accurate CRM records of prospects and sales activity

**4. Contribute and participate in the Graduate Development Programme**

- Realise your potential and proactively manage your career through identifying learning needs and e-learning opportunities
- Attend our in-house graduate training programme, actively contribute and add value to the process.



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**Person specification**

Please be prepared to demonstrate how you meet the following criteria in your job application.

	Essential	Desirable
<b>Qualifications</b>		
An honours degree in a business, environmental or suitably related field	✓	
<b>Personal attributes</b>		
Self-driven, results-oriented with a positive outlook and a clear focus on high quality and business profit.	✓	
A natural forward planner who critically assesses own performance.	✓	
Mature, credible and comfortable in dealing with a wide range of business professionals		✓
Reliable, tolerant, and determined.	✓	
Keen for new experience, responsibility and accountability.	✓	
Well presented and business-like.	✓	
Able to get on with others and be a team-player.	✓	
<b>Skills</b>		
Excellent communication skills, face to face, written and verbal.	✓	
Ability to prepare business communications and exercise accuracy in data management.	✓	
Understand the principles of sales prospecting and the ability to motivate and stimulate activity.		✓
Excellent time management and organisational skills.	✓	
Analytical and methodical in your approach to problems.	✓	
Tactful and an excellent judge of social style.	✓	
Proficient use of Microsoft Office, in particular Word, Excel and Powerpoint, email and internet.	✓	
<b>Knowledge</b>		
Understanding of sustainability and waste issues relating to the business sector.		✓
In depth understanding of Scottish and UK policies relating to waste, carbon reduction and climate change.		✓
<b>Other</b>		
Full valid driving licence.		✓
A commitment to equal opportunities and diversity.	✓	



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<b>Complexity</b>
<p>The successful candidate must be able to:</p> <ul style="list-style-type: none"><li>• Demonstrate flexibility and versatility</li><li>• Show an understanding of the importance of effective team dynamics</li><li>• Able to develop business relationships</li><li>• Keep abreast of the latest legislative, competitor and technological developments</li></ul>

<b>Special conditions</b>
<ul style="list-style-type: none"><li>• There is no provision for overtime payments.</li><li>• This job description is illustrative, other tasks and responsibilities appropriate to the Grade may be added in consultation.</li></ul>