



## **Business Development Manager**

### **Job Description**

**Reporting to:** UK Sales Manager

**Direct reports:** None

#### **Introduction**

ILG is one of the UK's leading 3<sup>rd</sup> Party Logistics (3PL) providers in the sectors in which we operate and has an emerging presence in the EU through our operations in Poland. Our five-year aims are to mature our operations and establish our brand across the EU to deliver further growth, whilst continuing our impressive and rapid UK expansion.

Demand for our services is at an all-time high resulting in significant investment in our ambitious growth strategy. We aim to grow the business from our current 10 UK facilities and 2 EU facilities, 500 employees and £80m GBP revenue to a business equally established in the UK and Europe with revenues in excess of £130m GBP in five years. Our warehousing operations provide our customers with specialist outsourced order fulfilment services to retailers and consumers at home. Providing high-quality warehousing, order management, rework, product personalisation and stock control to prestige brands in sectors including, Health & Wellbeing, Technology, Luxury & Fashion, Beauty, Skin Care and Hair Care & Cosmetics.

Along with our robust package of warehousing services and unlike many of our competitors, ILG offers a wide range of domestic and global parcel services at competitive prices through a single technology platform allowing customers to produce shipping documentation and access shipment tracking for multiple domestic and global parcel carriers. All supported by an expert customer service team and made visible to our customers in real time via a web portal.

In 2018 we became part of Yusen Logistics (YL), which has strengthened our freight forwarding service offering by air, road, and ocean to add to our established global parcel delivery services.

We are seeking a dynamic and results-driven Business Development Manager to join our growing team. The ideal candidate will be responsible for identifying and pursuing new business opportunities, building and maintaining client relationships, and achieving revenue targets in the logistics sector. In this role, reporting to the UK Sales Manager, you will play a pivotal role in executing the sales strategy, meeting sales targets, and fostering strong client relationships. This position requires an experience business development individual with a proven track record of achieving sales targets and a relevant understanding of the logistics industry.

#### **Key relationships:**

- Senior ILG management team
- ILG current and prospective customers at relevant senior level

#### **Location:**

The role, in the main, will be based at ILG's head office in East Grinstead. Reasonable travel at short notice is expected to other ILG UK or YLUK sites or to customer locations.

## **Role summary**

### **Sales & Development**

- Ensure a personal frontline sales presence and be first point of contact in the initial stages of conversion. Take responsibility and ownership until the account is converted and handed over in house to our implementation team.
- Proactively look for new business with a methodical and consistent approach that could include market research, networking, cold calling.
- Developing, maximising, and enhancing all sales opportunities arising from opportunities identified by both you and the company.
- Conduct negotiations with clients to secure favourable terms and agreements.
- Develop, build, and maintain strong relationships with key clients, understanding their requirements and ensuring high levels of customer satisfaction.
- Effectively communicate the ILG value proposition through quality proposals and bespoke prospective customer presentations.
- Remain completely up to date on the competitor landscape, bringing relevant information back to the business to help refine ILG's own offering and inform future decision making.
- Actively participate in all marketing initiatives and take responsibility for the administration of all your activities accurately and efficiently. Help the business drive its ultimate ambition of strategic marketing led targeted sales in fulfilment in the UK and Europe.

### **Post Sales Integration**

- Partnering with relevant colleagues and third parties to ensure client implementations are delivered on time and to specification, flagging concerns appropriately and at an early stage.
- Follow all brand standards and ILG values in all verbal and written communications.
- Active participation in all marketing activities including online, offline, campaigns direct mailings, exhibitions.
- Input and maintain accurate and up to date records in ILG CRM which is currently Hubspot.
- To communicate clearly, in writing, the requirements of all new customers to the implementation team and collaborate throughout the on-boarding process to ensure successful integration.

### **Measurement & Reporting**

- Effectively comply with all agreed effective sales forecasting and reporting mechanisms to monitor and analyse performance.
- Provide regular updates to the Sales Manager on sales metrics, achievements, challenges, and recommendations for improvement.
- Collaborate with sales team colleagues to develop and implement corrective actions as needed to meet and exceed targets.

### **Experience**

- Experience in sales and business development, preferably in ILG core sectors of Fashion, Beauty, and Wellbeing, with a high level of conversion rates.
- Prior experience of working in a business either providing 3<sup>rd</sup> party logistics services or experience in the industries ILG serve with a complex distribution network.
- A proven ability to deliver personal sales growth.
- In-depth knowledge of logistics and supply chain solutions.
- Excellent communication, negotiation, and interpersonal skills.
- IT Literate – able to use Outlook, Word, PowerPoint and Excel to a competent standard.
- Excellent presentation skills – can present confidently and succinctly at all levels in the business and externally.
- Previous experience of using Hubspot or similar CRM.

**Personal characteristics:**

- A passion for delivering and delighting customers.
- Be energetic, enthusiastic, and driven, will act with pace, proactivity, and integrity in all aspects of the role.
- Have excellent communication, interpersonal skills, and the ability (and desire) to interact at all levels across the business; energy and dynamism to fit into an entrepreneurial and fast-paced environment.
- Be a problem solver, thinking laterally to present solutions rather than issues.
- Strong attention to detail with a reputation for delivering accurate and timely information.
- Possess the gravitas to inspire confidence in all internal and external stakeholders.
- A high level of emotional resilience.
- The ability to handle and manage negative feedback, objection and rejection.
- Superb administration of own activities.
- Methodical and organised ways of working.
- Good interpersonal skills at all levels of seniority.
- Strong team player.
- Enthusiastic and effective communicator.
- Driving Licence required and ability to travel in the UK and Europe as needed.