|  |  |
| --- | --- |
|  | |
| **Role title** | Hire Coordinator (Building Services) |
|  | |
| **Department** | Building Services |
|  | |
| **Business unit or function** | England and Wales Hire |
|  | |
| **Role reports to** | Business Manager |
|  | |
| **Roles managed** | N/A |
|  | |
| **Purpose of the role** | |
| To develop and promote Portakabin Building Services products and services by providing internal and external business development, creating awareness of the relevant building service offering amongst Hire Centre Commercial Teams and clients. Maximise order numbers, penetration across all regions and order value with proactive quotation follow up activity, ensuring relevant building service products are included on all quotations and managing internal and external customer service activity. | |
| **Accountabilities of the role** | |
| * Carry out structured business development, to Hire Centre commercial teams to create awareness of relevant building service products and services and to clients with a view to upselling post order and post deliver delivery. * Quotation/drawing/sub-contractor co-ordination and support on larger and more complex opportunities over a value of £20k. * Follow up on live opportunities with Hire Centres where relevant building service products are not included on the quotation to understand the client’s project and recommend potential relevant building service solutions that can be added. * Follow up of live quotations with Hire Centres and identifying and understanding blockers or objections so the relevant building service offer can be refined/re-engineered to ensure it meets the client’s requirements * Follow up on orders where the relevant building service element has been removed by the client/Hire Centre to understand how future quotations and solutions offered can be more successful. * Work in collaboration with Marketing and Business Development team to maximise relevant building service inclusion and involvement in campaign strategy, material and activity * Be the point of contact at quotation stage should the Hire Centre require assistance in presenting our products to customers. * To maximise added value for every opportunity through promoting the full range of other Building Services by coordinating combined offerings ‘bundles’ on a regular basis. * Deliver customer care programme (Internal and external) to ensure maximum satisfaction, repeat business and referral opportunities. * New product innovation, supporting the Business Manager with identifying new product opportunities through market research, insight gathering, and awareness of new technologies, innovations and trends * Provide senior support and guidance where required to the Hire Administrator * Effectively use internal systems (e.g. SAP, CRM) to ensure customer information is kept up to date and systems are aligned. | |
|  | |

**Competencies, Skills, Qualifications & Experience**

**Essential** attributes are the minimum requirement for a role holder. Without these attributes, the role could not be performed. **Desirable** attributes would enable the candidate to perform more effectively, but they are not critical to the role.

|  |  |  |
| --- | --- | --- |
| **Competency, Technical Skill or Knowledge** | **Essential** | **Desirable** |
| Build wide and effective network of contacts inside and outside the organisation | X |  |
| Focuses on customer needs and satisfaction | X |  |
| Listen, consults others and communicates proactively | X |  |
| Accepts and tackles demanding goals with enthusiasm | X |  |
| Structures information to meet the needs and understanding of the intended audience |  | X |
| Adapts to changing circumstances |  | X |
|  | **Essential** | **Desirable** |
| Good level of Numeracy and Literacy | X |  |
| GCSE Maths and English at Grade 4 or above (or equivalent grade). |  | X |
| Full UK driving licence. |  | X |
|  |  |  |
| **Previous Experience** | **Essential** | **Desirable** |
| Experience of carrying out business development activity | X |  |
| Strong administrative experience gained in a customer service environment | X |  |
| Solid understanding of various software packages  Including MS Excel and PowerPoint | X |  |
| Experience of researching/launching new products |  | X |
| Workable knowledge of SAP and CRM systems or similar |  | X |

|  |
| --- |
| **Organisation Chart** |
|  |