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| **JOB DESCRIPTION**  |
| **Job Title** | Technical Sales Engineer |
| **Job Purpose** | Advise, explain, and support clients on Siltbuster’s product range to ensure full understanding and achieve successful outcomes. Generate opportunities, lead bids, promote and secure solutions & services for wastewater treatment products across the Siltbuster sectors.To support growth in the UK Rental business by identifying and securing new business opportunities, building long term strategic relationships with partners and potential clients and managing key accounts. |
| **Business Unit/Dept** | Siltbuster Ltd |
| **Reporting to** | Business Sector Sales Manager (Municipal) or any other person nominated in writing. |
| **Line Management Responsibility** | [ ]  Yes [x]  No – support role |
| **Budget Responsibility** | [ ]  Yes [x]  No |
| **Accountability Level** *(service delivery performance, quality & safety of people & product/service, compliance with rules, standards and legislation, continuous improvement, reporting and strategy)* | [x]  Individual level[ ]  Team or function supervisory / management level[ ]  Department management level[ ]  Senior management / company level |
| 1. **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The basic, important duties to be performed in the role* |
| **General*** Development of technical sales enquiries through opportunity identification/generation, proactive engagement of customers, conducting necessary site visits / investigations in identifying Client requirements and scoping the treatment solution.
* Initial focus on Sales & Business Development Activities with a primary focus on the for the Municipal sector supporting the other sectors as per business needs.
* Develop additional expertise across our other sectors (Industrial & Infrastructure).
* Compose technical and commercial wastewater treatment quotes and proposals with appropriate level of detail and where necessary support from others in the business.
* Work closely with in-house laboratory to collate and communicate test results for use within technical proposals and reports.
* Provide online support to enquiries and website visitors via interactive portal.
* Update, manage and analyse the organisation’s Customer Relationship Management (CRM) software to understand market trends, report on business development / sales activities and performance.
* Support and follow up on end of contract customer satisfaction surveys.
* Support the development of technical presentations explaining our products and services to existing and prospective customers.
* Pro-active sales and marketing of the Siltbuster equipment and solutions, including representing the company at trade shows / events, and where required, conduct presentations to client groups.
* Work closely and support project / solution teams for non-routine & complex opportunities maintaining Client relationship / ownership.
* Maintain comprehensive knowledge of company offerings and stay informed about industry trends, developments, market conditions regulators, regulations and market positioning of competitors to identify new opportunities and maintain a competitive edge.
* Work with line manager to develop, document and execute business development plans, objectives and targets for agreed markets, sectors and geographies.
* Provide suitable level of information to the Operational teams for the effective delivery of solutions.
* Maintain good communications with and assist colleagues in Siltbuster Ltd where required, in the interests of Siltbuster Group as a whole.

**Financial*** To create revenue forecasts and summary of pipeline opportunities to assist with budgeting purposes. Provide key metric reports, on sales performance and forecasts, to Line Manager(s) for agreed frequencies and formats.
* Comply with company technical and commercial guidance and governance in the development of most suitable solutions for the overall benefit of Siltbuster.

**Quality, Health, Safety, Environment*** Champion company core values, mission statement and positive attitude in QHSE behaviours and in the implementation of Siltbuster QHSE policies and procedures. Assist in their ongoing development.
* Become familiar with and adhere to Company policies/standards, systems of work, standards and local/international laws and regulations, so work is delivered safely and compliantly.
* Proactively identify opportunities for improvement.
* Ensure all necessary administration and records required are completed accurately and in a timely manner, in line with relevant Company procedures and guidelines.
* Ensure confidentiality is maintained and observe data protection and associated guidelines

The main responsibilities are outlined above but this not a definitive list and other tasks / activities may be necessary commensurate with this post, and as Company’s commercial activities require. |

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| 1. **KNOWLEDGE / ATTRIBUTES**

*Information, facts and practical understanding of required subject areas for role* |
| To be successful in this role candidates will need to demonstrate: -* A keen interest in Water, Wastewater treatment and identifying optimum solutions
* An understanding the key elements associated with the design of Wastewater treatment works and applicable design standards
* Ability to apply technical expertise with a practical outlook and in a way which balances commercial profitability, QA adherence, risk management and the morale of others
* The ability to prioritise workloads to meet deadlines and a strong attention to detail
* The ability to use initiative and think outside the box with a positive ‘can-do’ attitude
* Good communication and interpersonal skills
* Good technical report , quote and proposals writing skills
* A collaborative and flexible approach to supporting the wider team
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| 1. **SKILLS**

*Areas of ability and task or activity competency to perform role successfully* |
| * Strong communication skills with the ability to clearly convey technical content and adapt style to suit target audience.
* Demonstrate good organisational skills and able to prioritise work with effective problem solving and practical outlook.
* Ability to handle multiple work projects running concurrently as the business need arises
* Excellent analysis, data interpretation and technical skills to identify project / client needs
* Key account management
* Computer literate and competent in the use of Office 365; able to analyse data on Microsoft Packages notably Dynamics CRM, Excel, Word & Power point.
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| 1. **EXPERIENCE AND CERTIFICATIONS**

*Level of time, involvement in, training and/or exposure to gain required experience in the role and or/subject area, and evidence of this* |
| * Degree educated in preferably either an engineering or scientific discipline with a vested interest in the environment. (Chemical, Civil, Environmental)
* Relevant industry experience is essential in water / wastewater treatment and processes
* Understanding of environmental legislation and regulation controls
* Basic understanding of ISO 14001 and 9001:2015 standards and appropriate Health, Safety environmental legislation
* A full UK driving licence (endorsed & with a maximum of 6 points)
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| 1. **PERSONAL QUALITIES**

*General disposition / personal characteristics, work ethic, and moral values.** Team player, approachable and dependable
* A desire to learn & for personal development
* Flexible, adaptable & professional
* Forward thinking, commercially minded and results driven to hit targets and close deals
* Environmentally conscious
* Willing to travel frequently as required (within designated markets) to fulfil role
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