



Business Development Manager

Location: Swansea (Remote and office based - after an initial period of training, this person could work remotely)
Full time-permanent, Monday-Friday

Competitive salary plus EMI share options and bonus

Company Overview

Smile Plastics is an inspiring, fast-moving global design house and factory. We transform plastic waste materials into standard and bespoke ranges of products made from 100% recycled and 100% recyclable plastics. As one of the leading suppliers in our field, we pride ourselves on excellent craftsmanship and design as well as sustainability. Our clients are worldwide and we sell to architectural and interiors markets, from decorative panelling to furniture and fittings in commercial and residential spaces. Some of our clients include: Paul Smith, Christian Dior, Lush, Ted Baker, Ganni, National Trust, V&A Museum and Selfridges.

Due to an increase in customer demand for our products, we are now in a period of extensive growth and have a new and very exciting opportunity for a multi- talented Key Account Manager / Customer Success Manager to join our customer facing team.

This will be an evolving flexible role and we are looking for someone with strong business development, / new business generation experience within architecture and/or design. This is essential as we'll need someone who has an appreciation of our market and the right ability and attitude to pick up multiple responsibilities within these areas.

Reporting into the Managing Director and Head of Market Engagement, you will:

- Develop, create and close lucrative sales opportunities within new and existing customer sectors.
- For new customers - identify potential targets and market opportunities, create interest in Smile Plastics materials and develop relationships, drive sales and create repeat sales.
- For existing market sectors - develop Key Accounts, increase conversion, grow order values, drive sales and repeat sales. Manage some of our new Key Accounts.



- Be an ambassador for excellent customer experience, delivering above and beyond to attract new clients. Be their first point of contact in creating and building relationships of integrity aligned to our brand mission and TOV.
- Deliver excellent sales performance in order to exceed sales targets.
- Utilise marketing opportunities to optimise sales outreach through a multichannel approach.
- Identify thriving market sectors, undiscovered/underperforming opportunities and areas for sales growth/improvement within Smile Plastics structures.
- Work with the Head of Market Engagement, production teams and clients to ensure capacity for large contracts are optimised and customer requirements are fulfilled.
- Use a multi-channel approach to drive and coordinate sales, from initial enquiry, order to completion, working in conjunction with the Technical Customer Service team and fully exploiting our marketing and sales outreach opportunities.
- Deliver excellent sales performance in order to exceed sales targets.
- Manage the customer journey through our CRM, order book and accounting systems. Compiling quotations, advise on technical details and assist in the creation of CNC cutting files in Rhino (CAD), order confirmations, invoices and activity statements as required.
- Utilise data and systems to provide monthly and annual sales forecasts of new business growth.
- Pro-actively visit customers when required.
- Stock Management: liaise with the production team to ensure stock is available for sales fulfilment from the order book and sales forecasts.

Who we are looking for:

As mentioned, you'll have experience in Business Development / New Business Sales within a relevant industry, architecture, interior design, design, plastics manufacturing etc, and a clear interest in our products and materials. Any knowledge or interest in sustainability is also highly desirable

- Previous experience of working in a Sales role centred around new business growth within the specification and fit-out sales sector
- Great interpersonal abilities supported by professional oral and written communication skills
- Confidence in building customer relationships face to face, over the phone, email and social media – maintaining a positive, patient & friendly rapport in line with our TOV
- The ability to communicate technical detail in a confident and straightforward manner
- Attention to detail and accuracy in all work is important – we make exceptional products, and we like to provide our customers with the best we can
- A love for problem-solving and being proactive – taking the initiative to find solutions



- Ability to work to tight timescales and deadlines. We work fast around here!
- Computer literacy:
 - Essential: Intermediate MS Office (Word and Excel)
 - Desirable: Adobe Creative Suite
 - Desirable: Experience in CAD (Rhino), CNC programming (toolpath planning and generation), working with technical drawings or other technical design software
 - Desirable: Online Customer Relationship Management software
 - Desirable: Online accounting packages for raising invoices
- A flexible and adaptable approach, willing to perform other duties as and when required – we're small and not defined by our job titles.

What we can offer:

- Experience of working for an innovative, unique, eco-driven company - taking the world's waste and making it useful again
- Competitive market salary and bonus scheme
- Company share option EMI scheme & Company Pension contribution
- 29 days holiday, inc statutory bank holidays (pro-rata) & Hours: 37.5 hours per week
- Small, friendly work environment
- Here at Smile Plastics, we are all multi-skilled, and as a small, expanding company, we don't define you by your job title. We encourage staff to develop by supporting knowledge growth, providing in-house and external training.

You may work as Sales Executive, Business Development Manager, Sales Manager, New Business Manager, BDM or similar