



## **Business Development Manager**

Location: Remote or hybrid from our Swansea office  
Full time-permanent, Monday-Friday

Competitive salary plus Sales Incentive Bonus and EMI share options

### **Company Overview**

Smile Plastics is an inspiring, fast-moving global design house and factory. We transform plastic waste materials into core and bespoke ranges of panel products made from 100% recycled and 100% recyclable plastics. As one of the leading suppliers in our field, we pride ourselves on excellent quality and design, all within a circular sustainable business model. We sell to architectural and interiors markets worldwide for 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, Gensler and Selfridges.

To support with our extensive growth plans, we have a new and very exciting opportunity for a multi- talented team member to join our customer facing team.

The Business Development Manager role will drive the growth and expansion of the business by identifying strategic opportunities within our Key Accounts and inbound enquiries, whilst seizing the opportunity to identify, build and maintain new customer relationships. This position plays a critical role in shaping the Company's future by promoting business relationships, exploring new markets and contributing to revenue generation.

You will have a major impact on our revenue and therefore, we are looking for someone with strong sales/business generation experience within a relevant industry. You'll have Sales success within architecture, design, plastics manufacturing or similar and a real passion for what we do and our products. This is essential as you'll need an appreciation of our market and the right ability and attitude to pick up multiple responsibilities within these areas.



## What you will be doing

- First and foremost be an ambassador for excellent customer experience, delivering above and beyond for our most crucial clients. Be their first point of contact developing and building relationships of integrity aligned to our brand mission and TOV.
- Manage the majority of Key Accounts. Constantly seek to grow sales with our existing accounts by developing new business through identification of new opportunities and cross-selling / upselling.
- Assist in identifying thriving market sectors, undiscovered/underperforming opportunities and areas for sales growth/improvement within Smile Plastics structures.
- Visit customers when required.
- Develop, create and close lucrative sales opportunities within new and existing customer sectors.
- Negotiate repeat sales contracts. 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 work with the Technical Customer Service team 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 Key Account growth and new key account opportunities.
- Support in compiling strategic proposals and business case studies for new market sectors that present undeniable relevance to Smile Plastics and will result in revenue growth.
- Work with the Head of Market Engagement, production teams and clients to ensure capacity for large contracts are optimised and customer requirements are fulfilled.
- Collaborate with clients to understand their long-term goals and objectives.
- 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:

- Educated to Bachelors Degree level or equivalent in Business, Marketing or related field
- You'll have a number of years 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.
- You must love problem-solving and be proactive – taking the initiative to find solutions.
- Ability to work to tight timescales and deadlines. We work fast around here!
- Ideally, we'd love you to have other languages spoken and written.
- You must be flexible and adaptable, willing to perform other duties as and when required – we're small and not defined by our job titles.

### Computer literacy:

- Intermediate MS Office (Word and Excel)
- Desirable: Adobe Creative Suite, experience in CAD (Rhino), working with technical drawings or other technical design software, Online Customer Relationship Management software, Online accounting packages for raising invoices

### What we can offer:

- Remote or hybrid working
- Experience of working for an innovative, unique, eco-driven company - taking the world's waste and making it useful again
- Competitive market salary plus Sales Incentive Bonus
- Company share option EMI scheme & Company
- Pension contribution
- Monday to Friday
- 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 our Team Members 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.



Smile  
Plastics

Please apply with a covering letter and an up-to-date CV if this position is of interest. Send to: [hr@smile-plastics.com](mailto:hr@smile-plastics.com).

We'd love to hear from you.