

Version: 2
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INFLITE

Hanley Smith & IMRO



Job Title: MRO Business Development Manager	Abbreviation:
Reports to: Group Business Development Manager	Division/Department: IMRO & Hanley Smith
Deputised by:	Location: Southend & Harlow

JOB PURPOSE

A key member of the Inflite MRO Services Limited (IMRO) and Hanley Smith Limited (HSL) management teams, responsible for all MRO business development, identifying new business opportunities and converting these into orders. Ensure robust pipeline by retaining existing customer base and by attracting new business. Maximise each opportunity within each Customer account to secure 100% of total available revenue. develop new lines of revenue with new and existing customers.

Advertise and cross sell IMRO and HSL MRO capabilities and, when possible, other Inflite group companies' activities.

Gain and maintain extensive customer insight and initiate all reporting, communication, and visits. Ensure a long-lasting customer relationship with the Inflite group. Ensure complete contract fulfilment as per customer agreements with 100% customer satisfaction.

MAIN RESPONSIBILITIES AND DUTIES

- This role reports and supports the Inflite Group Business Development Manager, with accountability to both IMRO and HSL General Managers (GM's) for Business Development activities for both MRO companies.
- Develop and support marketing, sales and customer support strategy goals and objectives strategies for sustainable business growth for both MRO companies. Ensure new business opportunities align with company's capability strategy.
- Key point of contact between customers and the MRO companies, working in conjunction with the GM's and other Managers.
- Identify market potential of customers. Determine the company's position relative to its competitors, available markets, market value of targeted business
- Identify potential customers and the decision makers within the customer organisation. Research and build relationships with new customers.
- Working with the MRO GMs and other managers to develop pricing for company services and ensure pricing meets company goals with respect to profit margin.
- Responsible for contract content, development, and negotiations together with MRO GMs and other managers, where required.
- Measure and maintain customer satisfaction. Improve standards for handling customer complaints and participate in escalated issues to ensure customer satisfaction.
- Conduct measurement, reporting, customer focus groups, and meetings for the purpose of improving service delivery.
- Attend industry functions, such as associations events and conferences, and provide feedback on market and creative trends.
- Awareness of contract management activities for the purpose of ensuring consistency in purchasing practices and compliance with adopted standards, as directed by the customer.
- Prepare monthly, quarterly and yearly sales forecast based on market data.
- Support resolution of commercial disputes in close coordination with MRO GMs and other managers to secure best outcome concerning customer retention and the company's interests.
- Ensures compliance in all commercial and business practices

QUALIFICATIONS & PREREQUISITES
<ul style="list-style-type: none"> <input type="checkbox"/> MRO industry knowledge and experience preferred; <input type="checkbox"/> Excellent customer interpersonal skills; <input type="checkbox"/> Strong communication skills (both written and spoken) including excellent listening ability. <input type="checkbox"/> The ability to work effectively under pressure, managing conflicting priorities and to meet challenging deadlines. <input type="checkbox"/> Ability to manage sales pipelines, plan and conduct contract negotiations and present in a compelling manner.
OTHER SPECIFICATIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Entrepreneurial and passionate for this activity. <input type="checkbox"/> Take pride in his/her own work; <input type="checkbox"/> Genuine, trustworthy, and high degree of integrity; <input type="checkbox"/> Customer focused with the ability to see issues from the perspective of others; <input type="checkbox"/> Dedicated and conscientious; <input type="checkbox"/> Solution focused, analytical, insightful, and innovative; <input type="checkbox"/> Tenacious and driven with strong negotiating and influencing skills, but with the ability to be flexible and adapt to a given situation; <input type="checkbox"/> A progressive team mentality; <input type="checkbox"/> Highly organised and able to prioritise work in a fast-paced environment; <input type="checkbox"/> Maintain strict company and customer confidentiality

What We Offer:

- Competitive Salary:** We recognise and reward your skills and expertise with a salary that reflects your contributions.
- Generous Annual Leave:** Enjoy increasing annual leave entitlement as you grow with us.
- Salary Exchange Pension Scheme:** Secure your financial future with our comprehensive pension plan.
- Employee Assistance Programme:** Receive support for your mental and emotional well-being.
- Life Assurance:** Gain peace of mind for yourself and your loved ones with our life assurance coverage (subject to scheme rules).
- Employee Cash Plan:** Access financial assistance for health and well-being-related expenses.
- Enhanced Maternity and Paternity Schemes:** We support you and your growing family during significant life milestones.
- Professional Growth and Development:** Access continuous opportunities to enhance your skills and advance your career.
- State-of-the-Art Equipment and Technology:** Work with cutting-edge tools and technologies.
- Ongoing Training and Certification Programmes:** Stay up-to-date with the latest industry standards and practices.
- Career Advancement Opportunities:** Clear paths for progression within our dynamic organisation.