

**SALES AND BUSINESS DEVELOPMENT LEADER
INFLITE ENGINEERING SERVICES
STANSTED
ESSEX**

Inflite Engineering have a great opportunity for an experienced **Sales and Business Development Leader** based in Stansted, Essex.

Inflite Engineering Services Ltd are one of the UK's larger and most accomplished manufacturers of machined and fabricated detailed parts from most types of metals, hard and soft.

The Senior Sales and Business Development Manager is responsible for bringing attention to business opportunities, identifying new business opportunities, and converting these into orders. Ensure robust pipeline by retaining existing customer base and by attracting new customers. Maximize opportunities with each project going forward to gain 100% of total available revenue. Gain and maintain extensive customer insight and initiate all reporting, communication and visits. Develop and identify new lines of revenue within other market sectors. Ensure complete contract fulfilment as per customer agreements with 100% customer satisfaction.

Whenever possible, advertise and cross sell Inflite Engineering's Capabilities.

Main Responsibilities:

- Establish business development, sales and customer support strategy goals and objectives.
- Primary point of contact between all customers and Inflite Engineering.
- 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 organization. Research and build relationships with new customers
- Liaise with estimators on pricing for company services, interface with Chief Executive to ensure pricing meets company goals with respect to profit margin.
- Responsible for reviewing contract content, and negotiations together with the Finance Director and Chief Executive.
- 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.
- Travel to customers to present the business and obtain market requirements.
- Ensure that customers are hosted when visiting Inflite and escorted on site visits.
- Lead for IES in customer KPI meetings, Business and order book reviews.
- Responsible for managing the collection of late payments along with Order Point Control.

- Manage commercial disputes in close coordination with Procurement and Estimating to protect company interests and profit margins