



**Post:** Specification Manager

**Responsible To:** Head of Business Development

**Location:** Carlisle, UK

**Salary:** up to £50k plus benefits

### **Overall Job Purpose**

Achieve sales growth through developing a customer prospect pipeline focusing on winning new maintenance contracts in the service division, with additional responsibility for selling replacement door solutions when required. The role is home based with national travel when required to suit the needs of the customer and business.

### **Behaviours**

As a company, we set high standards of performance and ethical behaviours. The following corporate behaviours underpin the working environment and assist us in delivering our vision:

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference
- Accountable for actions
- Courageous leadership
- Environmentally responsible

### **Key Responsibilities**

The main duties and responsibilities of the Specification Manager include establishing client contact, analysing and proposing technical solutions for all our product ranges and providing first level contact to enquiries at all stages of the specification process.

### **The role will include:**

- Responsibility for all specification activities of all the company's product ranges
- Providing specification and technical support to the company's client base.
- Establish new contacts via the company's lead generation system and marketing activities as well as identifying and generating own new business opportunities within the specification sector.

- Working closely with the Sales Engineers to manage the process from
- Specification through to Tender stages and continue to liaise with design consideration at all stages of the project providing a prompt and professional response at all times.
- Liaising with and providing support to the company's external and internal sales engineers.
- Define and implement a strategy regarding specification opportunities, in agreement with the Head of Business Development
- Provide and present basic product training and CPD Seminars as per customer requirements.
- Liaising with and providing accurate information to the internal estimating team and external sales teams.
- Conducting PowerPoint Presentations to selected internal and external requests.
- Maintaining project and company CRM databases.
- Submitting monthly/weekly reports to time deadlines.
- Submitting project and budget predictions to time deadlines.
- Working to achieve both individual KPI and company targets.

**Liaison with:**

- Specifiers including Architects/Acousticians/Mech Engineers/Fire
- Engineers/Contractors/End users
- External Sales teams
- Estimating department
- Technical department
- Contracts department
- Management & Directors

**Other Responsibilities**

**Health and Safety**

The post holder is required to carry out the duties in accordance with the Company's Health and Safety policies and procedures.

**Diversity**

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all staff.

**Quality**

To support in striving to create a client service culture with total commitment to quality.

**Other Duties**

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general

scope of this grade of post will be mutually agreed with the post holder.

## PERSON SPECIFICATION

### SPECIFICATION MANAGER

*All criteria detailed below are essential, unless stated as “D” (desirable).*

Criteria	Competency
<b>Education and qualifications</b>	<ul style="list-style-type: none"><li>• Minimum of four GCSE's at grade 9-4 or equivalent, including Maths and English (min. Grade 6 in English Language (D));</li></ul>
<b>Experience, knowledge and understanding</b>	<ul style="list-style-type: none"><li>• In depth knowledge and competence in industrial and specialist door or similar service industry(D).</li><li>• Minimum 3 years' experience in a similar specification role</li><li>• Show Knowledgeable and confidence in dealing with colleagues to ensure they are following correct procedures.</li><li>• Good knowledge and understanding of architect/specifier customer concepts and use of relationship database (CRM)</li><li>• Understanding and achieving Key Performance Indicators.</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Strong planning and organisational skills.</li><li>• Strong commercial awareness and ability to manage situations and customers' expectations to achieve win-win outcomes.</li><li>• Technical knowledge of company products and those of other manufacturers (D).</li><li>• Ability to co-ordinate with external Sales Engineers, Snr Managers, internal depts and customers.</li><li>• Strong people and communication skills with team members and customers.</li></ul>
<b>Personal qualities and commitment</b>	<ul style="list-style-type: none"><li>• Hard-working and motivated.</li><li>• A natural team player.</li><li>• Meticulous, with an eye for detail.</li><li>• Resilient and calm under pressure.</li><li>• Professional and customer-focused.</li><li>• Committed to identifying and driving continuous improvement initiatives within the Sales team.</li></ul>
<b>Other factors</b>	<ul style="list-style-type: none"><li>• Flexible and adaptable approach to working hours and job tasks as required.</li><li>• Right to work in the UK.</li><li>• Driving license and ability to travel across customer sites.</li></ul>