



Area Manager | **Langley Waterproofing Systems Ltd**

We're looking for an Area Manager to join our External Sales department covering the East London Region.

Salary: Attractive + Commission + EV Company Car + Company Benefits

Location: LB Tower Hamlets, LB Redbridge, LB Havering

Contract Basis: Full-Time, Permanent

Our Mission

Our industry-leading people, systems, and services promote trust and peace of mind. We use our expertise to design, install, and construct sustainable solutions with environmental, social, and economic benefits.

Our Vision

Innovation for better living.

Job Purpose:

To generate specification and project opportunities through existing and new client bases within your given geographical area of responsibility. To achieve and, if possible, exceed your annual sales targets set by the Company. Develop and maintain positive day-to-day relationships with existing and new clients including contractors and internal colleagues to ensure that outstanding service is provided.

Key Accountabilities:

- To ensure that you fully understand your role in delivering company business plans and objectives and develop your own vision for your area.
- To plan and manage your time efficiently and effectively to ensure that you maximise productivity, whilst providing regular feedback on activity to your manager.
- To ensure that call cycles are properly recorded and adhered to.
- To maintain regular and effective liaison with existing clients in order to understand their needs and drivers and exceed expectations. Maximise business opportunities through specification sales and networking.
- To identify new clients and develop a strategy to maximise opportunities including arranging and/or delivering CPD seminars.
- To ensure that you maintain a positive and proactive level of communication with the existing contractor network, including regular meetings, to engender mutual trust and understanding.
- To seek and create new business by developing a clear understanding of market sector opportunities in your area and prioritising specifying clients within these sectors.
- To ensure that all relevant market information is shared with your line manager and agreed strategy is acted upon.

- To ensure all projects are tracked throughout the design and procurement stage to maximise conversion ratio.
- Working closely with colleagues across the business, to act as Project Manager taking overall responsibility and ownership for projects, from conception to completion.
- To manage and update client and contractor records on the company database.
- To continuously develop and demonstrate your technical competence and understanding via your reports, specifications, and client interaction.

The above list is not exclusive or exhaustive; postholders are expected to be flexible in line with the needs of the post, department, and Company.

As a Langley employee, you will be expected to:

- Embrace, champion, and lead the industry by torch-bearing our company values: SPIRE.
 - Safety
 - Purpose
 - Innovation
 - Responsibility
 - Expertise
- Ensure that you fully understand the company and department business plan and how these impact your day-to-day responsibilities.
- Always maintain a smart and professional appearance.
- Liaise with your line manager to understand your objectives and goals.
- Liaise and communicate with internal colleagues positively and proactively.

Qualifications:

- Degree, relevant professional qualification, or equivalent (desirable)
- Member of the Institute of Roofing (desirable)

Experience:

- Relevant experience in a specification sales construction-related environment or similar where relationship management is paramount.
- Experience in maintaining and developing customer and contractor relationships.
- Experience working in the flat roofing industry with knowledge of primary waterproofing systems.
- Experience in developing detailed written specifications and reports.
- Working to tight deadlines
- Experience in delivering presentations.
- Experience in working to and achieving targets.
- Experience in and willingness to conduct lone working.
- Experience with cold calling.
- Experience in developing and acting on a plan to generate new business.

Knowledge:

- Knowledge of relevant building regulations associated with the flat roofing industry.
- Knowledge of the British Standard Code of Practice.
- Knowledge of the application of flat roofing systems.
- Knowledge of the public and private sector requirements.
- Knowledge of the regulatory framework.
- Knowledge and experience in building practice and emerging trends.
- Awareness of any NFRC developments and new guidelines.

Skills and Abilities:

- Ability to absorb, interpret and understand technical information, applying to your daily responsibilities.
- Ability to act upon your own initiative.
- Ability to plan and organise your time effectively, prioritising key activities and tasks.
- Excellent customer care and interpersonal skills.
- Excellent people skills with the ability to negotiate with and influence audiences.
- High quality and customer service orientation.
- Able to successfully monitor the performance of contracts – within a performance management & improvement culture.

- Ability to self-assess your own performance and continually improve against the objectives set.
- Ability to think and act creatively and innovatively to meet the needs of the business.
- Ability to contribute to and monitor budgets.
- Ability to build relationships; communicate and negotiate effectively, work under pressure, multi-task, and maintain a high level of attention to detail.
- Excellent oral, presentation, and written communication skills.

Additional Requirements:

- Able to use a PC including Microsoft Office applications and other relevant software as used by the organisation.
- Commitment to achieving high-quality outcomes.
- This role requires the post holder to be an Essential Car User, hold a full UK driving licence, and have access to a vehicle.
- This role requires the post holder to work flexibly outside of normal office hours as required.
- As part of your duties, you may need to make yourself available for Foreign Travel. As such you must be in the possession of a valid passport.

Salary and benefits

An exciting opportunity to work for a well-established company that offers excellent career progression opportunities.

An excellent benefits package, including:

- 25 days of holiday per annum in addition to the standard statutory days (mandatory 3 days to be saved for Christmas)
- Buy and Sell Leave Policy
- Pension
- Life Assurance
- Incapacity benefit
- Private Medical Insurance
- Employee Assistance Programme
- EV Salary Sacrifice Car Scheme
- Cycle-to-work Scheme
- Free Eye Tests
- Free Parking
- Annual health check (subject to the policy)
- 2 x volunteering days per year

HOW TO APPLY

Please email recruitment@langley.co.uk with a copy of your updated CV and a cover letter.

If you have not received communication from us within four weeks of the closing date, please assume that you have not been shortlisted for this vacancy.

We encourage applications from people from diverse backgrounds and groups, as well as people with disabilities.

Closing Date: 5 April 2024