

# SALES EXECUTIVE

October 2019



Join the team... be part of the **FAMILY.**

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# Letter from the Managing Director



I'm delighted to introduce you to Pepper, an innovative, fast paced company with over 35 years' experience in the marketing print and mailing sector.

We are not the norm. For a start Pepper Communications is run by four brothers... who get on! As a second-generation family business, we've taken on the challenge of growth, doubling over the past few years. And we are not content, we've invested in our Langage site and as a motivated and resilient Team Pepper we are pursuing the next step in our growth strategy. The print and mail sector is the fifth largest in the UK economy, so there is plenty of scope for growth.

In 1982 our father set out to create a company which would put customer service at the forefront of its delivery. Over 35 years on, we believe he would be very proud of what we continue to achieve. Our customer satisfaction speaks volumes – we live and breathe the concept of giving customers an 'armchair ride'.

Our employees play an essential part in the growth of the Company, and we recognise that each individual has their own unique strengths that contribute to the success of Pepper. Filled with talented, passionate and dedicated people we have the ambition to match our potential and have been growing steadily year on year.

Proud to be the only company in Devon and Cornwall to be appointed Royal Mail Strategic Partner status, in addition to meeting ISO 9001, ISO 1400, FSC quality standards and GDPR Compliancy Pepper is looking to expand their friendly team, and as such a great opportunity has arisen for an ambitious Sales Executive to join us.

If you are switched on, with talent for rapport building and a strong desire to grow as a sales professional this could be the job for you!

We are a friendly bunch and you'll be able to call on the knowledge and experience of our enthusiastic staff to help support you as you grow within the Company.

If you are keen to join the Pepper family and be part of our exciting journey, I look forward to hearing from you.

Jude Whitford  
Managing Director



# THE OPPORTUNITY

Sales Executive – Pepper Communications

PLYMOUTH, FULL-TIME, PERMANENT

Operating from our cutting edge factory in the stunning county of Devon, Pepper Communications is a leading print, data and mail specialist. This is a second generation business run by four brothers (who all get on!) and who have taken on the challenge of growth, already doubling the business over the past few years. And we are not content, we've invested in our production facility and as a motivated and resilient Team Pepper we are pursuing the next phase of our growth strategy.

If you are looking for a pivotal role for your next career move this could be for you. We offer a collaborative and customer focused working environment. You will have the support of 'can-do' colleagues, who can provide you with confidence in technical knowledge and production capabilities.

To join a lively and focused sales team we need a Sales Executive for whom a consultative approach to business development comes naturally. You will have sufficient sales experience to hit the ground running in both researching opportunities and arranging meetings, closing and onboarding new customers. We are more interested in your business development skills and abilities than specific experience in the print sector and will provide you with full training in the technical aspects of print and mail if you are not from the sector.

This opportunity comes with a benefits package including medical insurance. The role is based at our Plymouth site in Langage Business Park but will include regular travel nationwide.

Check out the Role Profile and the Person Profile.

We look after Team Pepper!

Collaboration is in our nature...  
After all we are 4 Brothers!



# AT PEPPER, THE SALES EXECUTIVE:

## **Summary:**

- Makes a key contribution to generating leads for new business, delivering qualified meetings, attending these and securing profitable new business;
- Manage the retention and increase the sales of a portfolio of existing customers;
- Optimise the use of CRM and research tools to achieve results and contribute to the development and implementation of the business' sales and marketing strategy.

## **Reports to: Managing Director & mentor Business Development Executive**

**Works with:** The whole Pepper Team and closely with the Managing Director, Sales Director and Sales Team as well as with existing and prospective customers and industry contacts.

## **Manages: No direct line management responsibility**

### **The main outcomes:**

Generate qualified new business meetings:

#### **Achieves targets for qualified meetings & new customer sales targets.**

- Proactively research target sectors for right fit future customers, develop links into prospects and actively follow these up;
- Prepare for and attend sales meeting from self-generated leads;
- Actively manage follow up post sales meetings and on-boarding new customers;
- Maintain CRM records and clear diary management

### **Builds existing customer portfolio:**

Manages retention and increased spend of an existing customer portfolio.

- Actively managing a portfolio of existing customers through regular contact via email, phone and site visits as well as annual account reviews;
- Identify previous patterns of work for indications of further opportunities and identify product changes that may be of benefit for specific customers;
- Ensure that account management is thought through, planned and methodically implemented in particular using an annual client plan;
- Work in support of the Sales Director to ensure a smooth transition and active management of transferred customers.



## **Contribute to marketing campaigns:**

**Assist in the generation of inbound sales enquiries through marketing.**

- Help to develop ideas for campaigns and work with the team on their development;
- Work on actioning specific marketing campaigns online, via email and at events;

## **Developing the Sales Team:**

**Update working practices for more effective sales results.**

- Contributes to creating a positive and high energy working environment for the whole Sales Team;
- Takes the time to assist in the development of updated working practices and their implementation;
- Contributes to the effectiveness and learning within weekly and monthly sales meetings;
- Works within and actively contributes to the development of the 'Pepper Way' for sales.

## **Linking in with wider business:**

**Communication with the wider business supports forward planning.**

- Proactively liaises with the Managing Director on forward sales projects, at risk clients, significant opportunities, feedback on sales team performance and sector trends;
- Proactively liaises with the account management and production departments so that future workloads and key customer requirements are communicated in good time;
- Supports finance and purchasing with information on pricing trends and models.

## **Continuing Professional Development:**

**Our Sales Manager is up to date on technological and sector changes.**

- You proactively manage your CPD to ensure up to date knowledge of key industry developments, new products and technologies;
- You actively scan and take an interest in sector developments and potential efficiency / productivity gains through technological and ICT developments.



# Person Specification

## SKILL-SET

To do the job you will need...	This would be great...	How we will see this...
<p>A track record of successfully researching new prospects, making initial contact and securing interest through to qualified meeting.</p> <p>Can evidence securing profitable new business through a consultative sales process.</p> <p>A keen awareness of managing time and travel to maximise impact.</p>	<p>High level of awareness of ICT and print, mail and data technology.</p> <p>The ability to arrive at creative solutions to customer needs.</p> <p>The ability to negotiate skilfully to maintain margin within a commercial environment.</p> <p>Demonstrable experience of retaining and developing existing customer accounts.</p> <p>Specific knowledge of target sectors of interest to Pepper.</p> <p>A background in print and mail solutions.</p> <p>Evidence of Continuing Professional Development in sales, negotiation, mentoring and related skills.</p>	<p><b>CV</b></p> <p><b>Cover letter</b></p> <p><b>Interview</b></p> <p><b>Selection Tests</b></p>

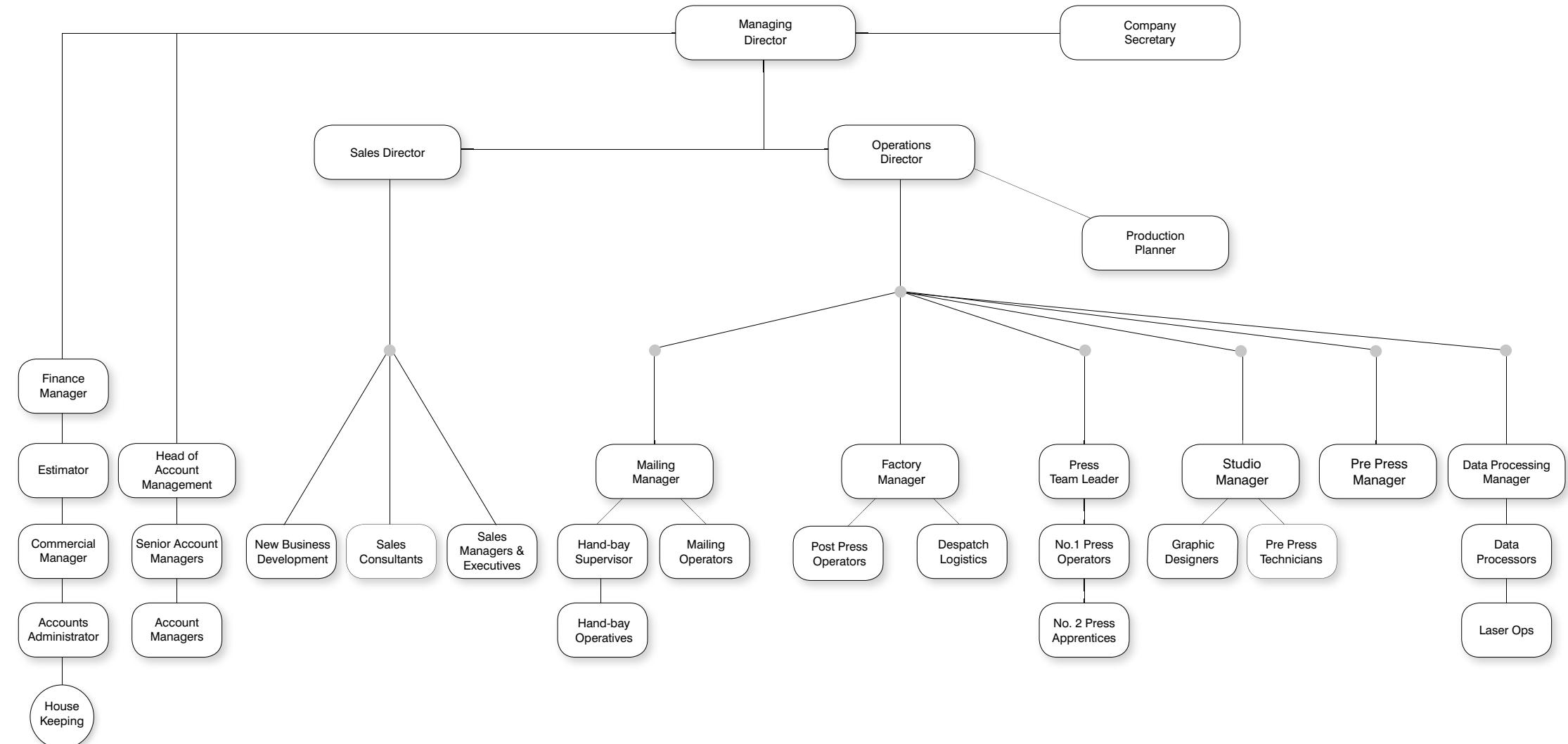
## MIND-SET

To do the job you will need...	This would be great...	How we will see this...
<p>Customer focused.</p> <p>Able to self-direct and organise the working day, collaborative and supportive towards colleagues.</p> <p>Able to prioritise well a changing workload with varied deadlines.</p> <p>Positive outlook, demonstrates integrity and honesty.</p> <p>Natural tendency to ensure that tasks are followed through with attention to detail and accuracy.</p> <p>Resilient and persistent in getting to an end goal and seeing things through</p>	<p>Confident but able to adjust personal style to varied personalities and constructive team work.</p> <p>Able to see the overall picture, identify strategic options and weigh these up with a commercial outlook.</p> <p>Inquisitive, curious as to the 'why' in a pattern of events and how this insight can be used practically.</p> <p>Motivated by a changing environment and driven to enact change that has commercial benefit.</p>	<p><b>CV</b></p> <p><b>Cover letter</b></p> <p><b>Interview</b></p> <p><b>Kolbe Profile</b></p>

# Conditions and Benefits

<b>Place of Work</b>	Plymouth with travel
<b>Salary</b>	£25 - 35,000 PER ANNUM
<b>Working Hours</b>	Full time
<b>Reports to</b>	Managing Director
<b>Manages</b>	None
<b>Works with</b>	Prospects, customers, suppliers, colleagues at Team Pepper
<b>Probation</b>	The appointment will be subject to the satisfactory completion of a 6 month probationary period.
<b>Annual Leave</b>	23 days holiday in addition to bank and public holidays
<b>Staff Benefits</b>	Pension (Employer Contribution) Absence Award Programme Duvet Days Company Health Scheme Cycle to Work Scheme Childcare Vouchers Life Insurance Free staff parking Training and development opportunities

# Pepper Company Structure



# From our Staff...



"The Directors at Pepper value our collective ideas and opinions and use them to improve our service to our customers and to create a better working environment. **There's a real team ethic here and I really enjoy coming to work!**"

*Caine Kimberlee*

Business Development Executive



"I have worked for Pepper for 20 years and can't imagine leaving! Over the years, **we have made so many positive changes** and it has become a much better workplace because managers took the time to listen to employees!"

*Stephen Jewell*

No. 1 Press Operator



"This company offers us the benefits we need to stay healthy, happy, and stress-free! **I love that!**"

*Liam Cradlock*

Pre-Press Manager

"Managers at this company are really effective at leading their teams. They show that they care about employees by sitting down with us one-on-one to discuss our futures, the projects we're working on, and any challenges that stand in our way. **You don't realise how much you need a caring and effective manager until you're on a team that actually has one!**"

*Sandra Donald*

Senior Account Manager

Recruitment Schedule and...

# How to Apply!

Please make the next move in looking after your career with a cover letter and your CV that helps us to see how you develop collaborative, productive customer and team working relationships.

Closing date: Friday 15 November.

Interview date: Wednesday 27 November.

JOB TITLE Sales Executive

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LOCATION Plymouth

Send to us at...

**jobs@pepper.co.uk**

**NO AGENCIES PLEASE.**

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