

SALES MANAGER

October 2019



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

Contents

- Letter from the Managing Director 3
- The opportunity 4
- Person Specification 7
- Conditions and Benefits 8
- Team Structure 9
- Pepper – a few words from the team 10
- Recruitment Schedule and how to apply 11

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 experienced Sales Manager to join us.

If you are switched on, with a talent for rapport building and a consultative sales approach and happy to work autonomously 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 Manager – Pepper Communications

BASED SOUTH UK, FULL-TIME, PERMANENT,

Take the next step in your career, in a senior role working with the Directors of the company to achieve our ambitious growth plan.

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 Manager for whom a consultative approach to business development comes naturally. Experienced and able to demonstrate consistent achievements you will be quick to spot how to develop new sectors and grow existing customer relationships. 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 includes company car and benefits including medical insurance. The role can be based in the South of the UK but will include regular working at our Plymouth base.

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 MANAGER:

Summary:

- Makes a key contribution to developing and optimising new business from new customers and their existing customer portfolio;
- Contributes to the development of the Sales Team through projects related to overall strategy and marketing, mentoring of colleagues and implementation of updated working practices.

Reports to: Managing Director

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:

Personal Sales Target:

Individual sales target is met with right-fit new & existing customers.

- New business opportunities are researched, identified, qualified and nurtured to first order;
- Develop existing customer portfolio to ensure customers are delighted with the service and their print and mail needs are optimised;
- Work within pricing guidelines to ensure that all business will achieve target margins or secure a clearly evaluated valuable future relationship;
- Proactively identify, quantify and take appropriate action to ensure that the business is on track to achieve budgeted productivity.

Customer Portfolio:

Optimising and securing ongoing customer relationships to maintain spend.

- 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.



Focus on maximum impact:

Use of time is focused on core sales activity through effective delegation.

- Use available resource to support after sales actions such as quote and proposal preparation;
- Proactively work with Campaign Account and Scheduling colleagues to ensure that the customer experience is well-managed and high customers service standards are met;
- Works within and actively contributes to the development of the 'Pepper Way' for sales.

Developing the Sales Team:

Energy levels are high and skills are continually built.

- Contributes to creating a positive and high energy working environment for the whole Sales Team;
- Takes the time to mentor other members of the Sales Team on challenges and opportunities that they have within the working day;
- Contributes to the effectiveness and learning within weekly and monthly sales meetings;

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 achieving profitable new business through a consultative sales process.</p> <p>Demonstrable experience of retaining and developing existing customer accounts.</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>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>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>CV</p> <p>Cover letter</p> <p>Interview</p> <p>Selection Tests</p>

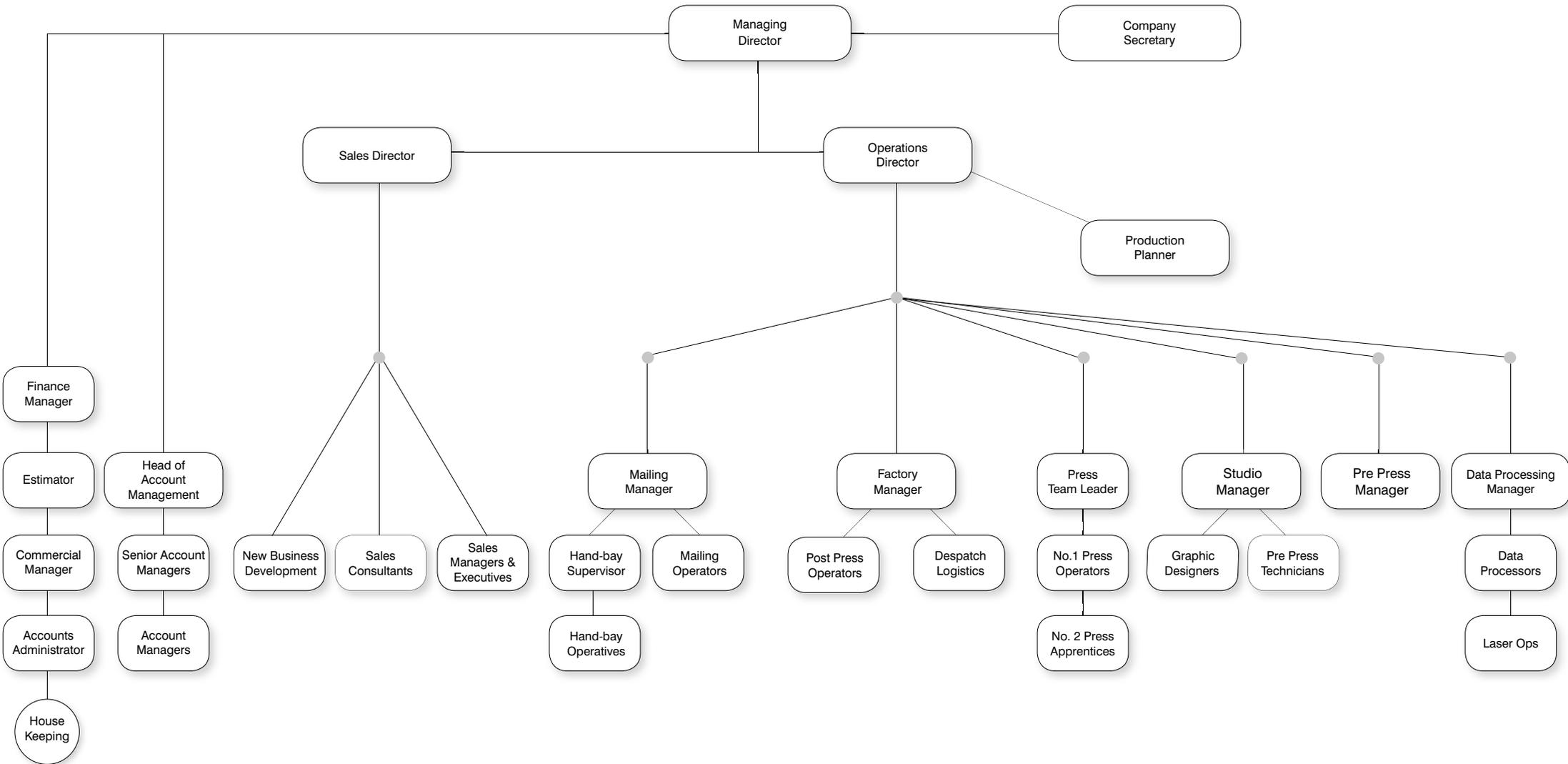
MIND-SET

To do the job you will need...	This would be great...	How we will see this...
<p>Focused on customers and able to arrive at creative solutions that work for both the customer and business.</p> <p>Self starter, at ease in a self-directed and motivated role.</p> <p>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>CV</p> <p>Cover letter</p> <p>Interview</p> <p>Kolbe Profile</p>

Conditions and Benefits

Place of Work	Nationwide with time at our Plymouth base
Salary	£40 - 65,000 PER ANNUM
Working Hours	Full time - Standard hours are 37.5 hours per week from 09:00-17:00 Monday to Friday with a 30 minute unpaid lunch break.
Reports to	Managing Director
Manages	Mentoring
Works with	Prospects, customers, suppliers, colleagues at Team Pepper
Probation	The appointment will be subject to the satisfactory completion of a 6 month probationary period.
Annual Leave	23 days holiday in addition to bank and public holidays
Staff Benefits	<ul style="list-style-type: none">Pension (Employer Contribution)Absence Award ProgrammeDuvet DaysCompany Health SchemeCycle to Work SchemeChildcare VouchersLife InsuranceFree staff parkingTraining 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 Craddock

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 Manager

LOCATION Plymouth

Send to us at...

jobs@pepper.co.uk

NO AGENCIES PLEASE.