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## Role: Senior Business Development Manager

Location: North East

Salary expectations: £40,000+

Notice Period: Available immediately

An ambitious Senior Business Development Manager looking for his next career move in and around North East.

### Profile

Broad based experience across the whole of system life-cycles, within both manufacturing B to B and B to C markets delivering to Customer Retail, Trade and Commercial environments. Able to meet challenge and responsibility, whilst maintaining high standards. Extremely strong in communication and motivational skills, and able to adapt quickly to the various roles required in project management, team working, team leading, customer liaison and organisation. Reliable, respected and noted for personal commitment. Holder of Directorship and Company Secretary role for thirteen years. Happy to work as part of a team, or as an individual.

### Career History

#### Ace Windows NE

Windows and Doors supplier and installer into the commercial market, public, private and landlord sectors.

#### Business Development Manager

**Feb 2024 – to date**

Tasked with developing the company's commercial client portfolio. Exceeded annual targets in delivering over £800k of sales in the calendar year with another £500k of projects ready to be converted. Established a number of robust client relationships with Building Contractors and Housing Associations in the North-east and Teesside regions, Secured places on frameworks with two major names in the housing arena.

#### Key tasks:

- ☐ Maintain and grow existing client database of Local Councils, Housing Associations, Educational organisations, building and construction companies.
- ☐ Develop and present CPD presentations.
- ☐ Secure opportunities to quote fenestration solutions.
- ☐ Manage processes from quote to installation
- ☐ Carry out pre-tender surveys
- ☐ Attend pre-start and pre-contract meetings, be site presence and point of contact throughout the supply and installation life-cycle.
- ☐ Maintain accurate forecast information to provide to senior management.
- ☐ Generate programs of work to integrate with the requirements of the client.
- ☐ Attend regular client progress meetings.
- ☐ Manage the estimating function, ensuring timely submission of quotations and bids.
- ☐ Maintain information on the company CRM system.
- ☐ Establish and maintain procurement portal presence.

In addition to the job role for which I was recruited:

- ☐ Managed the diaries of 5 window installation teams



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- ❑ Managed the creation of installation programs which included the control of the tenant liaison / appointments process.
- ❑ Site inspection and sign off on completed works.
- ❑ Dispute resolution
- ❑ Maintain and develop relationships with existing and new suppliers.

### **Sovereign Group**

Windows and Doors manufacturer, supplier and installer into the commercial market, private and public sectors,

#### **Business Development Manager**

**Sep2015 – to Nov 2023**

Based in Newcastle upon Tyne covering all Scotland, North East of England and East coast down to Lincolnshire, Northwest and Cumbria.

- ❑ Maintain and grow existing client database of Local Councils, Housing Associations, building and construction companies.
- ❑ Develop presentations, and marketing literature, manage website content.
- ❑ Setting up of trade exhibition stands.
- ❑ Manage and present CPD seminars
- ❑ Create and maintain monthly forecasting information for presentation to board.
- ❑ Lead generation
  - Glenigan
  - Builders Conference
  - Management of procure portals (eg ProContract, Tenders Direct etc).
  - Personal contacts and database.
- ❑ Client liaison from enquiry through to project delivery.
- ❑ Follow up and contract completion reviews
- ❑ Develop framework opportunities, establishing company as preferred suppliers
- ❑ Pre Tender Surveys
- ❑ Pre-start meetings
- ❑ Dispute resolution

### **Warmseal Windows**

#### **Sales and Marketing Director**

**Sep 2008–Company administration Aug 2015**

Appointed into the role to oversee the growth of three business streams covering Trade, Retail and Commercial (including Private and Public Sector).

- ❑ Development of brand and marketing strategies to support each business stream
  - In order to stimulate growth in the Retail side of the business, I carried out a full review of the company marketing strategy and it's effectiveness. On back of the results, proposed and implemented a new approach using previously unused media combinations, and developed a new character that exploited the logo and brand equity in a new way.
  - Implemented an in-store initiative, with three teams of product demonstrators that lifted leads by 15% and delivered over £0.5 m of additional sales in six months.
- ❑ Introduction of new revenue streams, products.
  - Led a small team that investigated the market opportunities in the Composite Fire Door market, putting together a business plan and constructing a proposal to the board. This led to the procurement and implementation for a second CNC door line dedicated to Fire Door manufacture.
- ❑ Management of six strong Retail Sales team, setting targets, measures of performance, budget management.



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- Mentored the team to accept and understand the importance of margin, and profitability in every job and the impact on the business. Implemented a previously unused CRM system that has led to improved control over the sales lifecycle from lead through to after sales.
- ❑ Management of commercial development team of 50 members, responsible for main client relationships, Pre-Qualification submissions, and Estimating/Tendering.
  - Introduced controls and performance measures that resulted in tighter management of the commercial sales forecast. Developed processes and procedures to assist the Estimating team make tactical decisions on which work to tender and at which margins. Mentored them to move them away from turnover focus onto margin and profitability,
- ❑ Main client customer facing role, promoting services and products, establishing robust relationships.
  - Supported the Commercial Sales team develop new business relations beyond the heartland of the northeast.
- ❑ Expansion of commercial operational areas into Yorkshire, Lancashire, West of Scotland and the Borders.
  - Established a strong trading partnership with the largest Scottish council, leading to securing works of £3m over 2 years.

**Operations Director**  
**2008**

**Mar 2002 – Sep**

As part of the exit strategy planned by the owners, initially appointed as Operations Manager with a view to joining an MBO team..

**Key responsibilities**

- ❑ Development of IT Network and Business systems
  - Integration of three disparate systems into a functional ERP system.
  - Set up of flood network
  - Management of data security
  - Establishment of training strategy to increase computer literacy throughout the company.
- ❑ Management of Health and Safety
  - Establishment of Safe working practices that reduced accident and near misses. Winners of an industry award for most improved H&S.
- ❑ Personnel
  - Implementation of company-wide contracts, disciplinary procedures.
- ❑ Training and personal development.
  - Establishment of Performance Appraisals and NVQ training.
- ❑ Insurance and Fleet Management
  - Negotiation of all renewals – PL EL and fleet.
  - Swap out of entire fleet
  - Management of and acquirement of company car fleet.
- ❑ Management of all company administrative and procurement functions
  - Management of Service and remedial functions
  - Establishment of SLAs
  - Price negotiations with key suppliers
- ❑ Customer issues
  - Responsible for dispute settlement.

**Personal Details**

Nationality : British  
Marital Status : Married with 4 children  
Driving Licence : Full, Clean

Education



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A Level	English (b), History (b)
O Level	English (a), History (a), Geography (c) French (b), Physics(c) Maths (c)

### **Interests**

Former trainer with Social Services Adoption team  
Football – follow son’s semi-pro team  
Music - part of management team for son’s band. Involved in promotion, gig planning, release of tracks.

### **References**

Available on request