



# Business Relationship Manager

## Commercial Business

**Salary:** £38,802 - £45,592 plus bonus scheme

**Location:** North / Mid Wales

### Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the water utility sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

Our approach to growing our business is to focus on listening to what our customers want and developing value adding services to match those needs. We are now looking to build a commercially focused account management team to concentrate on our existing business customers, whilst also building a similar team to grow our footprint across England.

### What you will do

You will be joining a new and exciting team focused on providing customers with business focused solutions to help them reduce their water and energy consumption. By working in partnership with colleagues and customers, you will be an integral part in ensuring we retain and grow both commercial and sustainable relationships with our clients. You will be a key facilitator between multiple stakeholders positioning a range of products and services that add value to our customers but also positively contributes to our business.

With your desire to win and maintain long term sustainable relationships with all your customers, you will develop a pipeline on our new retail services proposition and value added products portfolio. You will be a key part in this new phase in our development and we anticipate the right candidate will have the opportunity to develop and grow your career with us.

You will need a full driving licence as travel will be required. A car allowance will be made available for the successful candidate.

### What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- ◆ Generous Pension Plan
- ◆ Generous car allowance
- ◆ 25 days annual leave plus public holidays
- ◆ Colleague Reward Scheme (Bonus)
- ◆ Childcare Voucher Scheme

### Interested?

Please send your CV and cover letter to [Recruitment@dwrcymru.com](mailto:Recruitment@dwrcymru.com). The Declaration Form, available on our website, will also need to be completed and submitted.

Applications must be received by: **10am on Tuesday 2<sup>nd</sup> May 2017**

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**Reports to: Head of Commercial Retail**

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**Contract: Permanent**

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### What you'll be responsible for

1. Develop and maintain commercial relationships with DCWW key business customers who consume over 50ML of water, discharge large volumes of trade effluent or have a large number of sites across our supply area. This will include 'face to face' site visits, prior knowledge of managing private networks in an operational role would be advantageous.
2. Identify specific 'added value' services for each key business customer and ensure that these services are made available to them by using internal DCWW resources or agreed external providers. Monitor the effectiveness of these services, benchmark against other water and utility companies and achieve continuous improvement in their provision.
3. Negotiate and draft standard commercial agreements for new business customers, to include income collection and debt reduction, as well as maintaining existing contracts and historical special agreements.
4. Maintain key business customer contact 'log' including information on customer contact details, customer knowledge and summary notes on visits/discussions (Current System in use is "Salesforce").
5. Develop and negotiate any potential marketing opportunities for advertisements for DCWW.
6. Manage the promotion of the additional services especially designed for business customers, by producing promotional literature, managing the DCWW website content and arranging relevant mail shots for this customer base.
7. Responsible for preparing, reviewing and scoring tender submissions for new business customer services through the procurement process at both the PQQ and ITT stages.
8. Manage external contractors commissioned to undertake operational activity on DCWW behalf and to ensure performance and H&S standards are met to both DCWW and the customer's satisfaction, through regular meetings, audits and site inspections.
9. Identify risks, issues and improvement opportunities to ensure customer retention and develop action plans to guarantee continued engagement with DCWW business customers.

### About you

<b>Knowledge, Skills and Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in the Water Industry or related account management role in a professional consultancy practice would be advantageous.	💧	
Experience of negotiating commercial relationships or agreeing partnerships with large companies (ideally with multi-sites)	💧	
IOSH/ IEMA qualification or relevant experience in a related role would be advantageous		💧
Experience of managing contracts with external companies	💧	

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Excellent communication skills to communicate at all levels both internally and externally	💧	
Influencing key stakeholders to achieve a high level of customer service	💧	
Planning and organisational skills in order to ensure timely delivery of each given workload	💧	
To demonstrate a working knowledge of the procurement and tendering processes	💧	
Experience of managing complex situations against competing stakeholders both within and outside your customer and employer	💧	
Ability to gather and document business requirements needed for the successful implementation of each new business/commercial contract	💧	
Enthusiasm and commitment to provide excellent customer service	💧	
Positive and professional image at all times to maintain the reputation of the company in line with our company values	💧	
Adapt quickly and positively to business changes in our rapidly changing business environment	💧	
To take ownership, accountability and demonstrate initiative for actions taken to ensure first time resolution and key stakeholder satisfaction	💧	
Excellent organisational skills and self-management to work deadlines and pressures to achieve the departmental business goals	💧	
Flexible approach to ensure deliverables are met to timescale and within agreed budget	💧	
Full Driving Licence	💧	

**Dwr Cymru Welsh Water is an Equal Opportunities Employer.**