

Business Development Manager (B2C)

Reporting To: Head of Sales

Term: Permanent, Full Time.

Package: Market Salary + Performance Related Pay.

Location: London (Wandsworth) with some travel across the UK (accommodation and expenses paid). Scope for some remote / hybrid working.

The role:

Q-Bot is a technology-driven, high growth start-up, developing robotics and intelligent systems to inspect, maintain and improve the energy efficiency of buildings, all whilst creating a positive social impact (you'll find more detail on the next page). Over the last couple of years, we have grown considerably, doubling revenues each year, expanding internationally, and we are now poised to rapidly expand.

We are excited to be looking for an energetic and committed Business Development Manager to join our dedicated team to help accelerate growth. We are looking for someone who is eager to learn, grow and develop with us as we drive the business forwards, helping us gaining new customers and direct sales from the private homeowner sector. With a small team of high performers, delivering excellent results, we're looking for someone keen yet collaborative who will inspire trust and build on the strengths of our team.

You should have experience of building a sales pipeline and prospecting for new business, ideally with private homeowners. You're focused on the customer's experience and have managed the end-to-end sales process, with the ability to qualify leads, close sales, and facilitate effective delivery. You'll be able to communicate skilfully and work closely with our Marketing Manager, generating new leads, and our Project Manager, facilitating delivery using the Install Team. You'll have a keen appetite to learn and can quickly help us source and guide new customers from lead through to successful installation.

You will not only be joining a great team with impressive career prospects, but will have the unique opportunity to excel in a fast-growing technology company, striving to make a difference and paving the way for a sustainable construction industry.

Key Responsibilities:

- Prospecting new business through market research and outgoing calls with private homeowners.
- Qualifying leads and converting them into opportunities to generate sales.
- Generating revenue by converting Homeowner enquiries into sales.
- Providing qualified leads to Install Partners, monitoring, managing and reporting on the sale process and results.
- Build the sales pipeline for Q-Bot by focusing on nurturing homeowners through calling, emailing and virtual meetings.
- Build relationships with senior stakeholders internally.
- Responsible for management of Salesforce and Q-Bot's in-house Install Management System.
- Support the CCOO and Head of Sales in the building pitches & presentations.
- Manage the end-to-end sales process for homeowners, qualifying leads, closing sales, facilitating effective delivery with the Project Management and Delivery Team.
- Work with the marketing team on outbound activity such as email campaigns and newsletters.
- Attend marketing and networking events to promote Q-Bot and obtain sales leads.
- Ensure a customer CRM system and calendar is used on a daily basis to track customer leads and sales activities.
- Provide a monthly update in a format agreed with the Head of Sales.

Requirements:

- Experience prospecting and qualifying new business, through market research and outgoing calls.
- Experience building and maintaining excellent relationships with external and internal customers.
- Experience of supporting or selling into the private sector market (homeowners or similar).
- Experience with CRM systems and ideally an interest or experience with Salesforce.
- Experience working independently, managing your own time and responsibilities while building strong communications with office-based staff.
- Excellent verbal and written communication skills.
- Excellent Microsoft Office skills especially Word and Excel.

Behaviours:

- Collaborative team players fit the Q-Bot Culture.
- Goal focused individuals thrive in the Q-Bot Commercial team.
- Openness and candour encourage productivity, performance and progression.
- An ability to appropriately balance the required short term goal achievement and longer-term improvement of how processes work is ideal for a fast growth SME.
- Keeping a positive attitude, setting a positive example and regularly communicating successes and challenges, keeps team ambition and morale high.

Measurement:

Success in the role will be determined by delivery of outcomes consistent with the above, and also the following KPIs:

- Homeowner install revenue to target.
- New lead to Marketing qualified lead (MQL) conversion targets.
- MQL to Sales Qualified lead (SQL) conversion targets.
- SQL to survey conversion targets.
- Survey to Install conversion targets.
- Customer service rating.
- Customer enquiry response times.

About Q-Bot:

Q-Bot is revolutionising the construction industry with robotics, digital tools and AI to transform archaic processes and enable new services for the inspection maintenance and upgrade of buildings. Q-Bot's mission is to be able to measure and improve the health of buildings without the cost and disruption of traditional methods.

The company has commercialised a highly innovative method of applying under floor insulation using a [robotic device](#) and has a number of new services in development. These include robotic vehicles, digital manufacturing and 3D printing, control routines for autonomous localisation and navigation, 3D mapping of environments with automatic categorisation of features, as well as tools to manage the installation process and data collected. A growing team of 45 employees works from offices in London and Newcastle.

Q-Bot's leadership team has an entrepreneurial track record, commercial and project management expertise and a unique blend of robotics and building know how with decades of practical experience in the construction sector.

Q-Bot is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation, or age.

Please apply to: future@q-bot.co with a covering letter, including salary expectations, and your CV.