

Regional Business Manager

Overview of Bounty

Every day we love talking to thousands of new and expectant mums about what excites and challenges them about everyday parenting. From when we produced our first ever Bounty bag in 1959, mums have relied on us to give them value and we remain committed to providing information, advice and support – plus all the money off vouchers, discounts and freebies they enjoy to help them get the most out of family life.

Overview of Role

To effectively manage and develop a team within a defined region. You will be responsible for Revenue Growth and to maximise the achievement of Field Key Performance Indicators (KPI's) that supports the Field Strategy with clear emphasis on Bedside Excellence & Customer Satisfaction.

You will be accountable for assisting the company to achieve its goals and objectives in your region and to work to improve productivity, customer relations and service, and surpassing regional goals. You will be responsible for coordinating, mentoring and motivating your field management team and partaking periodic performance evaluations to ensure that your team is on the right path to achieving their goals.

Key Areas of Focus

- Effectively manage and direct your Field Management Team in all areas such as recruitment & selection, induction, probation, training & development, 3 in 1 Field Development, discipline & grievance, performance management and leavers.
- Effectively deliver Bedside Excellence, and maximise on distribution and photographic KPI's in line with Business Growth.
- To build effective relationships with Head of Hospital Management, other Regional Business Managers, Field Team, PFR/BHN, Health Professionals and Head Office Staff, such as Client Services, the Photographic team, Data, Field Support and HR.
- To effectively deliver on assigned set objectives in order to achieve distribution, photographic and business targets/objectives within your region.
- Understand and have an awareness of commercial opportunities, including competitor activity, which maximises the brand at all times.
- To effectively promote, support and introduce new Bounty services/products, such as new photographic Hospitals, or otherwise change and adapt to achieve the demands of the business.
- Demonstrate willingness to accept and implement changes and new ways of working.
- To attend and actively participate in regular National Field Conferences, Divisional Meetings & Regional Meetings.
- Manage your own time effectively and prioritise workload to achieve the business needs.
- To complete and maintain all relevant administration and paperwork in a timely and accurate manner, including the generation of management information/reports.
- Management Information – Regularly brief Head of Hospital Management on hospital relationships.
- Hospital Services – Deal with all enquiries and concerns relating to the services provided by Bounty in a timely and professional manner
- To undertake such other tasks, projects or duties that may, from time to time, prove necessary.

Personal Profile

- Inspirational, pro-active leader
- Excellent communication skills
- Commercial awareness
- Receptive and resilient
- Adaptable & flexible
- Drive & determination
- Approachable & energetic
- Creative and a problem solver
- Numeric and awareness of budgets
- Self-sufficient with ability to stand alone as well as work as part of a team
- Confident with a positive 'can do' attitude
- Assertive
- Organised
- Supportive
- Reliable
- Trustworthy, open and honest
- Smart/professional, business like image

Previous Experience

Essential:

- Managerial experience (multi-site)
- Background in customer services
- Good PC Skills including word, excel and outlook