

## Business Development Manager Job Description

Responsible to:	Executive Director
Line management responsibility for:	Business Development Assistant, Driver/Paint Assistant, Intern (3 people)
Supervision of:	Volunteers
Locations:	Unit 7, The Sidings, Leytonstone (main location) & 2c Bakers Avenue, Walthamstow. Travel across London (mainly North East London) would be required.
Salary:	Pay-scale point 27; salary of £24,943 pro rata Opportunity to increase income through commission-based sales
Hours:	30 hours per week (0.8 FTE), during weekdays; occasional evening and weekend work may be required for which time off in lieu is granted
Contract length:	1 year initially
Probation period:	3 months

### ROLE DESCRIPTION

The role of Business Development Manager is to:

- Lead the development and growth of The Paint Place as a key business unit within FRP, achieving agreed milestones and targets
- Steer The Paint Place into financial sustainability through increasing income, thereby enhancing FRP's overall financial health
- Oversee all aspects of paint-related operations, ensuring effective customer service, product quality, and stakeholder/supplier relations
- Provide effective team leadership and management to three direct reports, and overall supervision of volunteers
- Serve as a key member of FRP's staff team, participating in the strategic development of the whole enterprise alongside the Executive Director

### Activities

#### **Paint sales & distribution**

- Grow paint sales & distribution from the FRP paint shop and warehouse
- Grow income & distribution through agreements with housing agencies, and through membership schemes involving charities, not-for-profits and community groups

- Grow income & distribution through partnerships, with partners distributing and/or using paint supplied by FRP
- Identify new paint sales & distribution initiatives.
- Help raise grant funding to support the development of distribution channels

### **Paint collections & supply**

- Work jointly with councils and waste management companies to maximise the amount of paint collected for re-use at each council waste disposal site
- Secure new/additional sites in London from which to collect more paint
- Secure and maintain relationships with commercial suppliers of paint to increase supply
- Proactively balance paint collections & supply with processing and distribution capacity.

### **Operations**

- Continuously improve our operations, particularly as we want to grow; this will require creative problem solving and innovation
- Coordinate:
  - Sorting, mixing, storage and distribution of paint
  - Organising paint collections and deliveries, including van logistics
  - Selling of paint at the paint warehouse
  - Disposal of waste paint
- Provide general office duties at the paint warehouse.
- Ensure paint quality standards are met
- Oversee health & safety at the paint warehouse

### **Project & budget management**

- Ensure the paint re-use initiative is managed and delivered effectively and to budget
- Build up effective stakeholder and customer relationships
- Fulfil monitoring and reporting requirements.

### **Marketing**

- Help develop and implement a marketing / communications plan.

### **Supervision & support**

- Line management of staff members as identified in this job description
- Supervision and support of volunteers at the paint warehouse, including induction and on-the-job training
- Help shape and deliver FRP's new volunteering programme (led by FRP's Volunteering Development Coordinator)

**Other responsibilities**

- Help identify and realise wider business development opportunities for FRP (i.e., not specifically related to The Paint Place)
- Promote FRP and re-use & sustainability more widely
- Act as support to other staff and carry out duties of other staff during leave periods
- Any other tasks appropriate to the position as requested by the Executive Director or Board of Trustees
- Act in accordance with FRP's policies and procedures.

## PERSON SPECIFICATION

No.	Requirements	Essential	Desirable	How assessed
	<b>Experience</b>			
1	Proven business development experience	✓		AF, I
2	Proven sales experience, including growing a customer base and being customer focused	✓		AF, I
3	Building and managing relationships with stakeholders, partners and customers	✓		I
4	Experience of working in a hands-on operations role e.g. warehousing, logistics	✓		AF
5	Directing and motivating people, ideally in a staff management context	✓		AF, I
6	Working with volunteers		✓	AF
	<b>Skills</b>			
7	Commercial awareness and business acumen	✓		I
8	Costing & pricing, and negotiation skills	✓		AF
9	Well-developed organisational skills, including project & budget management	✓		AF, I
10	Well-developed verbal and written communication skills	✓		AF, I
11	Creative problem solving & innovation skills	✓		I
12	Computer literacy	✓		AF
	<b>Other</b>			
13	Willingness to work flexibly and get stuck in – including with hands-on tasks (as FRP is supported by a small team of staff and volunteers)	✓		I
14	Commitment to recognising the potential in all volunteers, including people with mental health problems	✓		AF, I
15	Eligibility to work in the UK	✓		AF
16	Clean driving licence		✓	AF

Key: AF = Application form; I = interview (may include presentation element)

## APPENDIX TO JOB DESCRIPTION

### BACKGROUND AND CONTEXT FOR BUSINESS DEVELOPMENT MANAGER ROLE

#### Introduction

Forest Recycling Project (FRP) is a social enterprise and charity with environmental and social aims. We engage with organisations and communities in North East London through a range of practical initiatives to reduce, re-use and recycle waste, and help people live sustainably. Based in Walthamstow in East London, we have been in operation since 1989. Our turnover is around £250k. We have a small staff team of 6 people who all work part-time, with additional freelance support. All our work and activities are supported by volunteers.

The Paint Place is FRP's flagship re-use initiative. We collect surplus, leftover paint from council waste disposal sites and commercial companies. The paint is first sorted, quality-checked, and re-mixed if need be. It is then sold & distributed as a sustainable, low-cost alternative to new paint, in particular to people on low income, charities, not-for-profits and community groups.

Funding has been awarded by London Re-use Limited to grow FRP's paint re-use operation across London, and to make it financially sustainable. The Paint Place is one of the largest and most successful initiatives of its kind, operating at a scale that offers a solution to a significant waste problem and working through local networks to maximise the community benefit of the paint resource. Our aim is to collect as much paint as possible across London and distribute it for re-use. We will need to develop innovative marketing and distribution solutions to reach this ambitious target.

#### ***About the paint re-use project***

The Paint Place is FRP's flagship paint re-use project. This is how it works:

- FRP enables residents (across 9 London boroughs at present) to 'recycle' / donate any unwanted, surplus paint via their Re-use & Recycling Centres; we also accept a small proportion of paint from commercial companies by prior arrangement
- FRP collect this paint on a regular basis; at our warehouse, a team of staff and volunteers then sort, quality-check and re-mix the paint, making it ready for re-sale and re-distribution
- The reclaimed paint is sold and distributed via FRP's paint shop in Walthamstow, our paint warehouse in Leytonstone and several stockists across London, retailing from £1 per litre. Paint is available in all types, colours and sizes. Anyone can access the paint
- FRP works with not-for-profit organisations, charities, community groups and housing associations, offering paint schemes that enable beneficiaries to access free or discounted paint.

#### ***Why re-use paint?***

Last year 336.5 million litres of paint (retail and trade) were sold in the UK. Of this, an estimated 50 million litres are unused, stored in homes or garages or just thrown away. This is the equivalent of 20 Olympic-sized swimming pools. Reclaimed paint costs considerably less than new paint, with a general saving of £5 per litre. We see 'waste paint' as a resource (as long as it is re-usable) and an environmental problem that can be turned into a social solution; the benefits are numerous:

#### Social benefits:

- Providing people (in particular those on low-income) with affordable or free paint
- Reducing decorating costs for not-for profit organisations, charities and community groups
- Helping unemployed people gain valuable skills and work experience through volunteering, also aiding progression
- Reducing social isolation through volunteering
- Helping FRP, a community-based charity, raise income and further its environmental and social aims

#### Environmental benefits:

- Diverting re-usable paint from landfill and incineration
- Preventing the use of raw materials and energy to manufacture new paint
- Making carbon emission savings.

#### ***The growth required***

We currently distribute around 50,000 litres of reclaimed paint to over 2,000 individuals and 150 organisations a year. We have been awarded funding to grow our paint re-use project across London, and to make the project financially sustainable. Key growth targets are as follows:

- Paint income: from £60k to £225k over 10 years
- Paint collection & re-use tonnage: from 85 to 205 tonnes over 5 years
- Number of paint collections sites across London: from 8 to 16 over 5 years.

#### **The role**

FRP is looking for a Business Development Manager to manage and grow our paint re-use operation. Although our current focus is on reclaimed paint, we envisage applying our model to other reclaimed materials in future; therefore, detailed knowledge of paint is not required.

This is a unique role. We are looking for a self-starter with energy and drive to take our paint-reuse initiative to the next level, and help us achieve our ambition. You could have one of the following backgrounds:

- With business or commercial experience, seeking a sector shift to 'do more good' as part of 'doing well'
- A budding social entrepreneur, wanting to cut their teeth in a well-established setting

Whatever your background, you will be strongly committed to environmental and social justice with a proven track record of successful delivery.

**Organogram**

