



BUSINESS RECYCLING
SERVICES

Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about LEEP Recycling
- Information about the team the job is based with
- Job description
- Person Specification
- Additional background information
- Application by CV only please

Job details	
Job title	Account Executive
Job reference	Account Executive Mar '10

The application process	
Application deadline	Friday 12 th March 10
Interview date	Friday 12 th March 10
Interview location	Edinburgh

Contact details	
Completed CV's and Covering Letters for this job	Recruitment LEEP Recycling Ltd. 36 Newhaven Road Edinburgh EH6 5PY Or recruitment@changeworks.org.uk
General enquiries about this job	recruitment@changeworks.org.uk
For an informal discussion about this job	n/a

About LEEP Recycling

LEEP Recycling works with businesses to minimise waste and increase recycling. By helping businesses to reduce carbon emissions and improve our environment we can deliver our vision: **Resources for Life**.

LEEP Recycling is a social enterprise and has clear business ideals:

- To lower the barriers to recycling for business
- To provide a recycling service that is cost effective, convenient to use and easy to commence
- To be entirely self-financing with no reliance on grant funding
- To be service focused

As well as providing a high quality core service, LEEP Recycling also excels in adding value to our service, which we see as key to an effective business model and our overall purpose. Our business education and waste auditing services were established to help raise environmental awareness and increase our clients' effectiveness. We've piloted numerous projects and systems and embedded good environmental management practices into our operations.

We also identify additional opportunities to support our aims, for example working with other social enterprises like Bookdonors, as well as Local Authority Community Service Teams and charity shops to maximise the reuse and recycling of end of life books.

LEEP Recycling provides a vital income to our parent charity, Changeworks.

Changeworks exists to improve quality of life and to protect the environment.

We work with passion, integrity and in collaboration to develop and deliver innovative projects and businesses that inspire and empower people and communities to make a difference.

Our activities:

- Increase energy efficiency and the use of renewable sources of energy
- Prevent waste from going to landfill by reducing, reusing and recycling
- Promote methods of transport with low environmental impact

Resources for life

By providing people with the information they need to make choices that lessen their impact on the environment, we help them to lead safer, healthier, more fulfilled lives. By alleviating poverty and disadvantage we help to foster social justice and equality of opportunity. By using the earth's natural resources efficiently we help to protect the rich and diverse planet that is our home and to ensure that those resources are available for everyone, now and in the future.

By changing behaviour we make possible our vision: **resources for life.**

LEEP Recycling - Background Information

History

LEEP Recycling was founded as a social enterprise and registered as a company limited by guarantee in 2001. We are a wholly owned subsidiary of Changeworks Resources for Life Ltd, a company registered as a charity in Scotland. We received £14k start-up grant from the Edinburgh Environmental Partnerships grant scheme and immediately established the company with strong values, operating a triple bottom line:

Financial: The need for profit and the importance of financial sustainability

Environmental: 100% recycled, guaranteed

Social: Take advantage of opportunities to support wider social goals

We have consistently achieved 50% year on year growth and currently service 2000 clients predominantly in East Central Scotland offering a full range of source segregated materials including paper, cardboard, cans, plastic bottles and cups, IT equipment, glass and Tetrapaks. We now provide 300 pick-ups a day, with 99% service delivery.

In 2009 LEEP Recycling began to expand geographically offering our services throughout central Scotland.

LEEP Recycling delivers a recycling service to businesses. We are one of the most successful social enterprises in this field in the UK. Our success is built upon the clear business objectives identified. We offer a complete package for business – an unrivalled range of materials (including general waste through subcontractors), our costs are highly competitive and our service second to none.

For an overview of our current work please visit www.leeprecycling.co.uk

Job Description	
Job title	Account Executive
Job reference	Account Executive Jan '10
Salary and grade	£18,319 + sales bonus + annual profit share OTE: £23k + 8% contributory pension
Location of job	Edinburgh
Hours and terms	35 hours per week
Holiday terms	26 days per annum + 9 statutory holidays

General terms and conditions	
Responsible to	Business Development Manager
Responsible for	n/a

Purpose of the job	To achieve agreed sales targets, expand the geographic base of LEEP Recycling in line with the Business Plan.
Main tasks and activities	<ul style="list-style-type: none"> • The expansion of the existing business recycling service • To achieve sales targets • To administrate the efficient day to day running of the business recycling service

1 The expansion of the business recycling service	
	<ul style="list-style-type: none"> • Increase participation in and volumes recycled in the business recycling service to achieve or exceed agreed targets. • Use methods such as cold- calling on clients on a daily basis to attract and gain new business contracts for the business recycling service • To make appointments with prospective clients • Arrange & attend meetings, exhibitions and other marketing opportunities to attract and retain new business contracts. • Give presentations and informative talks on office recycling and sustainable waste management to businesses and other interested groups as and when required • Assist in the preparation of submissions for tenders • Development, design and distribution of marketing materials to attract new customers. • Utilisation of other marketing, sales and promotional work methods to attract new business as directed •

2 To achieve sales targets	
	<ul style="list-style-type: none"> • To maintain an up to date sales forecast • To secure contracts in line with the agreed sales targets for business recycling

service

- Identify new markets to diversify & develop the existing business recycling service
- Assist in the research and development of new projects within the recycling operations business
- Contribute to the annual business planning process

3 To administrate the efficient day to day running of the recycling operations business.

- Maintain databases for the business recycling service
- Accurate and timeous recording of data
- Presentation and analysis of data for management reports
- Liaise with operational staff to ensure agreed standards of service are maintained at all times
- Deal effectively with all enquiries about service provision
- Record and re-route enquiries to other members of staff where necessary

Decisions made in the course of the job:

- Daily decisions regarding customer queries
- Prioritisation of customer queries regarding service provision
- Organisation of daily work load

Supervision received:

- Regular meetings with Sales Manager

Key contacts

- LEEP Recycling client base
- Partner organisations
- Internal contacts - Client Service Manager, Changeworks finance team, Marketing & Communications Manager

Person specification

Please explain how you meet the following criteria in your job application

	Essential	Desirable
Qualifications		
A degree and/or equivalent professional qualification and/or equivalent experience in a business, environmental or suitably related field		✓
Experience		
Experience of negotiating and closing sales	✓	
Experience of achieving objectives, meeting targets and to budget	✓	
Skills		
Excellent communication skills both verbally and in writing	✓	
Excellent presentational skills	✓	
An ability to engage with people at all levels	✓	
Excellent influencing, negotiating and facilitation skills	✓	
Excellent IT and numeracy skills	✓	
Knowledge		
Practical knowledge of waste issues relating to the business sector		✓
An understanding of social and environmental issues		✓
Personal attributes		
Results orientated and the ability to work to deadlines	✓	
Enthusiastic and self motivated	✓	
A good team member	✓	
Customer focussed approach	✓	
High personal standards with a mature and responsible attitude to work	✓	
A commitment to environmental issues		✓
Other		
Full valid driving licence		✓
A commitment to equal opportunities and diversity	✓	

Complexity

The post holder must be able to:

- Demonstrate flexibility and versatility

- Show an understanding of the importance of effective team dynamics
- Keep abreast of the latest competitor and technological developments in the marketplace

Creativity

- Wide range of written and verbal communication
- Using own initiative to provide best possible outcomes over a wide range of projects
- Production of management reports
- Using own initiative to achieve targets
- Problem solving to ensure that any issues arising are resolved satisfactorily

Special conditions

- Out-of-hours and weekend working may be required, for which time off in lieu will be given.
- There is no provision for overtime payments.
- This job description is illustrative, other tasks and responsibilities appropriate to the grade may be added in consultation with the Business Development Manager