

Position Description

Position Title:	Business Development Manager, Commercial Plumbing
Group / Branch:	IOTA / Priority Plumbing
Reports To:	Head of Priority Plumbing
Competency Level:	Individual Contributor

Priority Plumbing Business Objective

Managed by South East Water's wholly owned commercial subsidiary iota, Priority Plumbing delivers plumbing services to South East Water's customers, and across multifaceted industrial and residential services and uses technology to automate and facilitate its services to its customers.

With a significant growth ambition strategy, and increasing growth opportunities, we are looking for a Business Development Manager to grow and diversify the existing business in line with the strategic growth ambitions.

Position Purpose

The Business Development Manager, Commercial Plumbing is responsible for driving sustainable revenue growth and market expansion for Priority Plumbing through the identification, development and conversion of strategic business opportunities.

The role leads the end-to-end business development lifecycle, including market engagement, opportunity qualification, bid and tender management, commercial proposal development and customer relationship management.

Reporting to the Head of Priority Plumbing, the position plays a critical role in expanding Priority Plumbing's presence across the water, utilities, infrastructure, commercial and government sectors while ensuring opportunities are commercially sound, strategically aligned and delivered in accordance with governance, safety and quality requirements.

Success in this role will be measured through revenue growth, market diversification, customer retention, tender success rates and the development of long-term strategic partnerships.

Key Accountabilities

Key Area	Objectives
Business Growth & Development	- Identify, qualify and pursue new business opportunities aligned to Priority Plumbing's strategic growth objectives. - Develop and implement business development plans to increase revenue, customer diversification and market share. - Build market awareness and represent Priority Plumbing across the water, utilities, infrastructure, local government and commercial sectors. - Maintain an active opportunity pipeline and provide regular forecasting and reporting.

	• Contribute to service innovation, market analysis and strategic planning initiatives. • Analyse market trends, emerging opportunities and competitive activity to inform business strategy. • Develop targeted growth plans for key market segments. • Identify strategic partnerships and opportunities where appropriate. • Provide market insights and recommendations.
Customer & Stakeholder Relationships	• Develop and maintain trusted relationships with key customers, partners, subcontractors and internal stakeholders. • Understand customer needs, procurement processes and future requirements. • Facilitate customer reviews, performance meetings and satisfaction initiatives. • Resolve customer issues and complaints professionally and proactively. • Promote Priority Plumbing's capabilities and value proposition to existing and prospective customers.
Bid, Proposal & Tender Management	• Lead the end-to-end preparation and submission of bids, tenders, EOIs, proposals and prequalification submissions. • Develop bid strategies, win themes and value propositions that maximise competitiveness and profitability. • Coordinate internal and external stakeholders to ensure submissions are compliant, accurate and delivered on time. • Identify and manage bid risks, assumptions, qualifications and commercial considerations. • Establish and maintain bid libraries, templates and knowledge repositories to improve efficiency and consistency. • Monitor tender portals and market opportunities and maintain a strong future pipeline.
Governance, Safety & Continuous Improvement	• Champion safe work practices and compliance with all HSEQ requirements. • Ensure bid, contract and business development activities comply with company policies and governance standards. • Identify and manage business, commercial and operational risks. • Drive continuous improvement initiatives that enhance customer outcomes, operational efficiency and bid success rates. • Contribute to business performance reporting and achievement of strategic objectives.
Commercial & Contract Management	• Lead commercial reviews of tenders, proposals and opportunities. • Support contract negotiations to achieve favourable commercial outcomes. • Manage key contract obligations and performance requirements.

	• Maintain contract governance, records and contractual compliance. • Collaborate with operational teams to ensure contractual commitments are achieved.
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Key Performance Indicators

- Revenue growth achieved against annual targets.
- Gross margin achieved on secured work.
- Tender win rate.
- Value of opportunities secured.
- Customer retention and satisfaction outcomes.
- Pipeline value and conversion rates.
- Timely submission of compliant bids and tenders.
- Contract compliance and governance outcomes.
- Safety and risk management objectives achieved.

Qualifications, Knowledge, Skills, & Experience

Essential

- Degree qualification in Business, Engineering, Construction, Commercial Management or related discipline.
- Minimum 7 years' experience in business development, bid management or commercial roles, within the water, utilities or similar industry.
- Demonstrated success securing new business and managing complex tender submissions.
- Strong commercial, contractual and negotiation capability.
- Excellent stakeholder engagement, presentation and communication skills.
- Ability to manage multiple priorities and deliver outcomes in a dynamic environment.

Desirable

- Experience and sound knowledge of the water industry, plumbing or utilities sector.
- Knowledge of government procurement processes and frameworks.
- Experience using CRM and tender management platforms.

Number of people managed: Nil

Size of budget managed: TBC

Value of Assets managed: Nil

Team Structure - Organisational Chart