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A Halma company



Wastewater Account Manager

About Us

Halma Water Management (HWM) is a group of successful water conservation companies who have joined forces under a single sales, design and distribution network to manufacture and supply flow measurement, data logging, and leak detection solutions for the water industry. Our extensive experience and unrivalled innovation has made us a world leading team with an international reputation for technology, quality and service. Together, we provide an unparalleled range of products and services for the water industry.

We are proud to be part of Halma, a major worldwide technology group making safety products and products that improve quality of life. As an integral part of the Halma Group plc, Halma Water Management has the strength and credibility of a FTSE 100 plc Company with the financial resources to match.

Halma has been trading for over a century and has a level of corporate pride second to none. Their customers range from small enterprises through to some of the largest companies in the world, and they export products globally, currently to over 50 countries.

Job Purpose

As an Account Manager in our team, your key objective will be to lead sales efforts to extend our market position, and drive growth at pace, in the wastewater and environmental monitoring space.

With increasing public and regulatory pressure on UK water companies to reduce pollution events, we expect a significant growth in this market over the next 5 years, and this role is integral to our growth strategy. Your key responsibility will be to manage and grow key accounts with some of the largest water companies in the UK, ensuring project success, and identifying new business opportunities within existing accounts.

Additionally, you will provide crucial feedback on product development and market insights to the Head of Wastewater.

Main Responsibilities

- Make commercial and technical presentations.
- Demonstrate products to secure sales.
- Attend water/wastewater conferences to identify new business opportunities.
- Participate in sales/commercial management meetings as required – as well as any relevant company-wide meetings.

- Foster strong relationships with key decision-makers in large UK water companies, to understand project requirements and expectations.
- Regularly communicate with customers to ensure project alignment, success, and satisfaction.
- Collaborate with the wastewater technical support team to address customer needs and challenges promptly.
- Proactively identify and pursue new business opportunities within existing accounts.
- Stay abreast of industry trends and competitor activities to identify potential areas for growth.
- Provide valuable insights into product development based on customer feedback and market trends.
- Effectively communicate technical information to both technical and non-technical stakeholders.
- Navigate and excel in large, complex investment projects, ensuring successful outcomes.
- Collaborate with various teams and functions across the business to achieve common goals.
- Stay informed about the competitive landscape and understand our technical differentiators.
- Act as the primary point of contact and source of information for the company.
- Demonstrate skilled message control and stakeholder management to ensure effective customer communication.

This role description in no way states or implies that these are the only duties to be performed by employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

Personal Specification

Experience

- Proven track record in sales and account management within the water industry.
- Experience working with large UK water companies and navigating complex, high-stakes projects.

Technical Acumen

- Strong technical understanding, especially in the wastewater domain.
- Working knowledge of IoT devices will be advantageous.

Adaptability

- Comfortable working in a fast-paced environment and under pressure.
- Ability to quickly adapt to changing circumstances and customer expectations.

Collaborative Mindset

- Excellent interpersonal and relationship-building skills.
- Demonstrated ability to work cross-functionally and influence stakeholders at all levels.

Analytical Skill

- Strong analytical and problem-solving skills.
- Ability to analyse market trends, competitor activities and customer feedback to drive business decisions.

Additional Requirements

- Willingness to occasionally work outdoors, visit sites and engage with sewer network operators.
- Hands-on involvement in training sessions and assisting with installations alongside project teams.
- Willingness to travel to/from meetings and trainings throughout the UK, including regular visits to our main office in Cwmbran, Wales.
- Remote work flexibility, with a significant portion of the role expected to be conducted remotely when not traveling.

Qualifications/Training

A technical degree, or similar, would be ideal.

Clear indications of commercial acumen, with experience in dealing with customers in a technical business to business environment.

Full technical training on HWM products will be provided and technical support is available.

Further training needs will be regularly reviewed.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Company and its overall business objectives.

How to Apply

To apply for this vacancy please contact hr@hwm-water.com, sending your CV along with a covering letter stating why you feel you are particularly suited to this role.