BUSINESS DEVELOPMENT MANAGERS

Welcome Booklet

utp

Over the last 10 years, we have helped over 52,000 merchants accept credit and debit card payments. At UTP, we provide a variety of both physical card machines and eCommerce payment systems.

In the UK, card and contactless payments equate to over 85% of total transactions. Speed and convenience are key to customer satisfaction. Our card machines accept payments 50% faster than the industry average, allowing businesses to serve even more customers. To date, we have deployed over 68,000 devices and processed over £15 billion in card transactions. Our transaction rates are some of the lowest in the UK; on average we save our customers 30%.

We have three offices in the UK: Hastings, Manchester, and Reading. Yet, we recruit our Business Development Managers from around the UK.
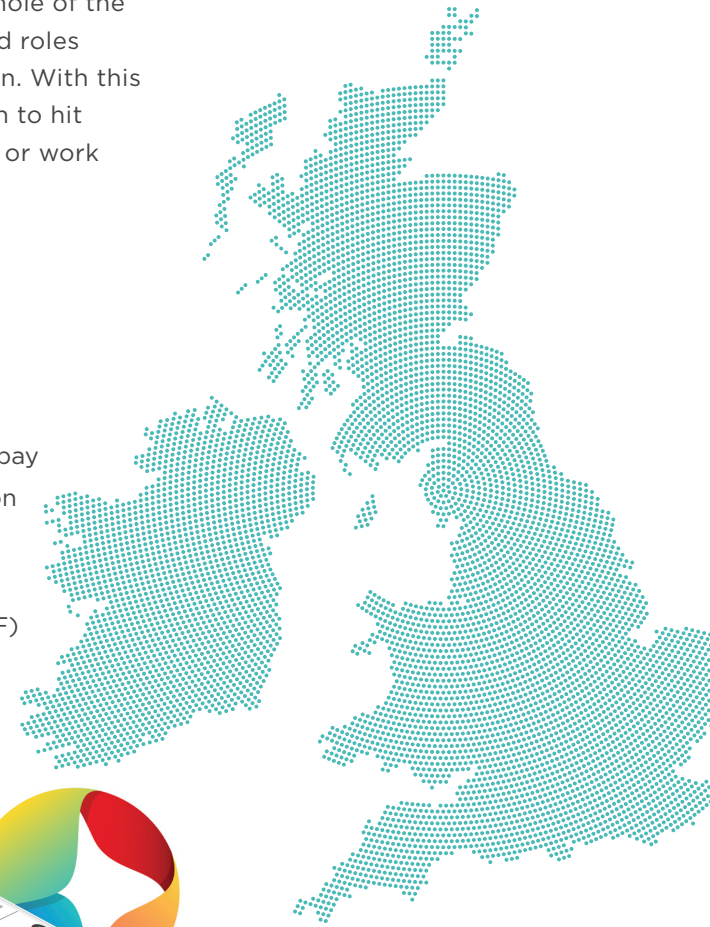
Why Choose UTP Group?

We operate across the whole of the UK, so have self-employed roles regardless of your location. With this role, there is no obligation to hit a certain number of sales or work a minimum set of hours.

Benefits of working at UTP include:

- Flexitime
- Generous bonus
- Residual payments
- Same day commission pay
- Competitive commission structure
- Full in-house training provided (Online or F2F)

barclaycard

We are proud to be partnered with Barclaycard, one of the leading global payment businesses.

Our Service

We supply SMEs with both in-store and online payment systems. At UTP, all our products enable customers to accept payments effortlessly. However, like every business we do have our standout products.

The UTP Pro can connect using 4G, GPRS and WiFi. To further ensure your business never misses a sale, our card machine has 10-hour battery life. The UTP Pro accepts contactless payments from all major credit and debit cards in two seconds, including American Express.

Our eCommerce system enables your customers to purchase goods and services directly from your website. Businesses can accept payments from most countries around the world. This will give them a huge advantage in increasing their customer base.

Faster Processing sees merchants get paid in hours, rather than days. We are the only merchant provider to offer payment this fast for businesses. Since introducing Faster Processing, we have seen a 300% increase in demand for the service and a 60% increase in processing volumes. We provide this service to our customers for free.

UTP Shield is our free software that detects and flags suspicious transactions, both in-store and online. This service protects businesses 24/7/365 and has saved some of our customers tens of thousands.

Locations

We are looking for Business Development Managers throughout the UK and Ireland.

Target Markets

We sell our physical card machines and eCommerce systems to SMEs around the UK. Some of our customers only use one terminal, others use multiple. Due to the variety of card machines we sell, we are able to suit the needs of many businesses.

The typical companies that benefit from our payment solutions are:

- Restaurants
- Mobile & Street Vendors
- Mechanics
- Hair & Beauty Salons
- Convenient Stores
- Florists

The Agents Package

Our Business Development Managers receive full online training. If you feel like further training is needed, we can provide extra training as and when needed.

We have an in-house Presales team to support and resolve any issues or queries.

Commission will be based on multiple factors. This includes:

- Length Of Contract
- Type Of Terminal/Card Machine
- Monthly Rental Charge

(For detailed breakdown please refer to the Rates and Commission sheet)

Marketing Support

- Brochures
- Flyers
- Business Cards
- Personalised Email Signatures

The Ideal Agent

Having a background in Merchant Services would be a bonus but is not crucial for UTP's Business Development Managers.

Contact

If you believe becoming a Business Development Manager for UTP would work for you, we would love to discuss the opportunity in more detail.

Recruitment Number: 01424 456 323
Email: recruitment@utpgroup.co.uk

Pre-sales Number: 01424 456 349
Email: presales@utpgroup.co.uk

At UTP, we make life simple. We understand that when starting a new role, you may have questions about the job and the company. Here are some frequently asked questions by our new BDMs.

What Support Is Provided By UTP?

Our Internal Recruitment Teams:
We will support and guide you through the recruitment and on-boarding process.

Our Inhouse Training Manager:
Our BDMs receive full online training. If you feel like further training is needed, we can provide extra training as and when needed.

The National Sales Managers:
If you have questions about your role or a business-related issue, our National Sales Managers are always on hand.

Our Presales Team:
Our in-house Presales team will assist you with anything, from introduction to point of sale.

Our Helpdesk:
We have an in-house Helpdesk team who are highly trained and ready to resolve any issues.

What Is A Business Development Manager?

BDMs are responsible for proactively seeking out new business for the company. You must identify rising business opportunities and build long-term relationships with prospects. The role generates returns for both you and UTP.

What Does Self-Employed Mean?

Being self-employed means that you work for yourself, rather than an employer. Self-employed people generally find their own work, rather than work being provided by an employer.

Is There A Basic Salary Provided?

As this is a self-employed role, we do not offer a basic salary. Yet, we do provide one of the most competitive commission schemes in the industry.

Does UTP Offer A Car/Travel Allowance?

We do not offer travel allowances or expenses. We have recently improved our commission structure to account for this.

Where Is The Role Based?

There is no set location as to where you work from. You can base yourself anywhere in the UK, whether that's in your local area or further afield.

How Many Hours Am I Required To Work?

UTP does not set hours of work, as this is self-employed it all comes down to what works for you. This is a great advantage for those who join the company with existing commitments.

Is There A Start-Up Fee To Join UTP?

There are no start-up costs; all our training and support is free.

How Is Training Provided?

We provide online training. This is carried out by our in-house Training Manager via a Microsoft Teams session. The training typically lasts a few hours, but further training is available upon request.

What Are The Business Partnership Opportunities?

UTP is a great company to partner with if you are wanting to add merchant services to an existing sales portfolio. We have Affiliate Partnership Managers to discuss this in greater detail.

Do You Need To Drive To Be A BDM With UTP?

There is no requirement to be able to drive when joining UTP. Using public transport and approaching businesses in your town/city is more than acceptable. This should not restrict your ability to succeed and make sales.

Does UTP Offer Appointments For Their Agents?

With all sales jobs there will always be an aspect of self-generating your own business. Once you are bringing in regular sales, you can also attend appointments set up by our Telesales team. For this to be a possibility we do require new agents to join on a self-generating basis.

This may differ depending on your area and experience. This will need to be discussed with a National Sales Manager.

What Is The Average Income For A BDM?

Our BDMs who work full time make more than £10k a month (over £100k per year). Our part-time BDMs make between £3k – £6k per month.

Can I Be A BDM With UTP Around My Existing Commitments?

There is no set number of hours you have to work when becoming a BDM with UTP. Many of our agents successfully do this job around their existing commitments.

This is also a great role if you have an existing sales portfolio, and you are looking to expand. We only ask you to contact us before applying if you work with another merchant service provider.

What Does UTP Look For In A BDM?

The key skills we look for:
- Experience within the card payment industry is advantageous, but not necessary.
- Experience as a business development manager or in a sales role.
- As this is a commission only role, the ideal candidate will be target driven and highly motivated.
- A self-starter with the initiative to generate new business and manage their own time.
- Excellent communication and people skills to excel in this customer facing role.

What's A Normal Day For A BDM?

A day in the life of a BDM would be predominantly cold calling. Whether that's by telephone or visiting your local shops, restaurants, or retailers. This is to promote our card payment solutions/terminals and build your pipeline.

How Is Commission Paid?

UTP Merchant Service pays all commissions directly to your bank account. You will need to create an invoice to confirm all the information is correct.

If your invoice is sent back to our Finance department before 4pm you will receive payment on the same day.
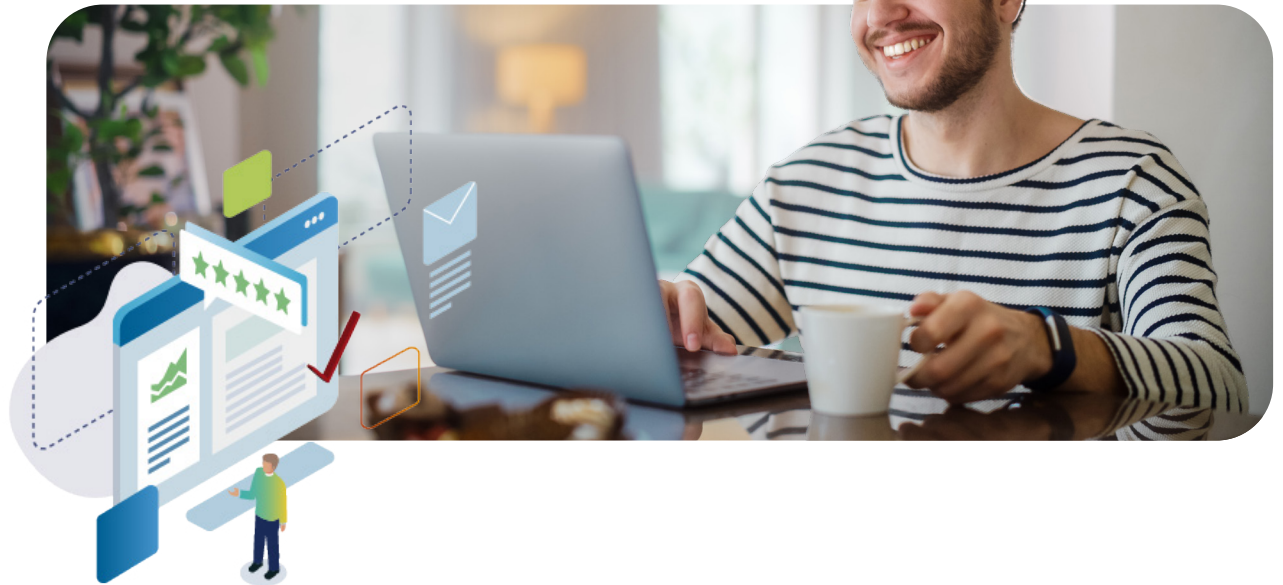
What Are The Stages To Becoming A BDM For UTP?

It all depends on how soon you would like to get started. See below for our 5-step process for becoming accredited:

1. Contact with the Internal Recruitment team to discuss the role.
2. Provide required ID documentation to be set up with our HR department.
3. Schedule a training session with our in-house training manager.
4. On completion of training, you will be asked to complete a Logiform test. This is so you understand how to complete it correctly. You can then begin signing off on your training.
5. The training manager will accredit you to sell for UTP Group.

Being a BDM at UTP can be fast paced. That's why we have created QR codes to directly link you to the pages you will use daily.

Merchant Application Form

You will use the Merchant Application Form when signing up new businesses to any of our services. You can also complete loyalty applications through this form.

utpgroup.co.uk/maf

Stand-Alone Merchant Documents

If you need to schedule charges, complete outlet forms or send off lease agreements, you will use this QR code. You can also manage a customer's Fast Processing account here.

utpgroup.co.uk/maf-other

Change Of Legal Entity Form

This is used for sending out change of legal entity (COLE) forms.
utpgroup.co.uk/cole

Agents Application Form Acheive

Here you will be able to see all the applications you have sent. You can see the status of the agreements and send out e-signature reminders.
utpgroup.co.uk/maf-pipeline

UK BDM Docs

Access your latest documents from
Pricing Matrix to Rates & Commission charts
utpgroup.co.uk/UK-BDM-DOCS

Ireland BDM Docs

Access your latest documents from
Pricing Matrix to Self Gen & Telesales charts
utpgroup.ie/IE-BDM-DOCS