
Head of CBN+

Job title:	Head of CBN+
Function:	<p>Responsible for end-to-end installation and maintenance of CBN+ products.</p> <p>Working alongside onboarding project manager and engineering team to plan and implement within agreed timescales and cost.</p>
Lines of Communication:	<ul style="list-style-type: none">• Upwards – Chief Operating Officer• Reports – Project Managers, Installation Engineers, Technical Leads
Location:	Flexible base. Able to travel nationally and internationally on a regular basis.
Hours of work:	40 hours per week (standard but flexible as required)

Live the Tower values:

- Role model. Understand our values and manage behaviour accordingly.
- Celebrate success. Recognise when others get it right.
- Reinforce our values. Speak up when Tower's values are challenged
- Show brand customer passion. Bring a fascination for customers and brands
- Demonstrate integrity. Earn the respect and trust of those you work with
- Show pride in working for Tower. Be rightly proud of your own and the team's accomplishments.

Core Accountabilities

- Ensure CBN+ product is readily available as and when required.
- All dispensing / dosing equipment and ancillary parts are available for all vessel activities.
- Timely and cost-effective deployment of qualified engineers and personnel to all on-board activities
- Oversee and contribute to detailed project plan, available for customer upon request.
- Set and manage budgets and expenditure for each CBN+ deployment project.

- Maintain consistent communication with Cruise line contacts, always representing Tower brand with the upmost professionalism.
- Contribute to ongoing business development activities in relation to CBN+ product line and development of new products suitable for the market.
- Work closely with the sales and procurement teams to protect and grow margins.
- Support the operations team to set up new 3PL locations (US and Europe).

Responsibilities

- Oversee ongoing maintenance schedule for each vessel post-installation.
- Ensure each installation and ongoing planned maintenance is commercially viable with target profit margin and within budget.
- Continually seek ways to improve profit margin based on efficient use of resources and products.
- Act as the Person of Responsibility and key contact for customer updates and issue resolution relating to installations and maintenance.
- Develop a framework and maintain a high standard of training methods to support onboarding of dosing equipment and/or usage of CBN+.
- Understand the chemical range and its composition, able to discuss these in technical detail to continually develop the product.
- Demonstrate commercial acumen in effectively managing customer accounts, always seeking to strengthen the relationships for commercial gain.
- Set budgets for revenue and expenditure and report weekly on these for forecasting.
- Proactively provide confidence to customers by working closely with the sales team, joining customer calls, collaborating to anticipate and resolve any issues that may impact service.
- Ensure all processes are documented and comply with standards such as ISO9001.
- seek opportunities to acquire additional customers within the sector, working closely with the sales team; join customer calls

Qualifications / Experience:

- Financially capable; able to budget and forecast effectively
- Demonstrable understanding of a P&L, financial planning & analysis, EBITDA
- Experienced in reporting on working capital, cost management, project planning and commercial agreements.
- Commercially astute, able to demonstrate strong customer account management skills.
- Certified in project management techniques – PRINCE2, Lean etc.
- Experienced in working within international framework – particularly US & European markets
- Experience working with chemicals / detergents / janitorial product range.
- Experienced with contract management and negotiation.
- Strong analytical and problem-solving skills.
- Excellent communication and teamwork abilities.

Skills & Personal Attributes:

- Highly organised and able to multitask and prioritise.
- Excellent diagnostic and problem-solving abilities
- Ability to work independently and make decisions with minimal supervision.
- Self-starter/proactive with a 'can-do' attitude
- Attention to detail with high standards.
- Possesses high standard of integrity.
- Values collaboration and team working
- Displays critical thinking skills with creative approach to issue resolution.
- Upholds strong communication abilities at all levels.
- Demonstrates common sense and good judgement in pressured situations.

Last updated: February 2026