



# Houghton International

## Electro mechanical innovation

### Recruitment Pack



#### Internal Sales Executive

Salary: £20 - £25k + OTE  
Contract Type: Permanent  
Division: Central Services

## About Houghton International:

Houghton International improves the performance of electro mechanical assets around the world. We use our technical expertise to work with customers to solve their problems offering a high-quality repair and maintenance service for motors, generators, pumps and all electrical rotating equipment.

Within the business we have hundreds of years of knowledge and experience across a range of sectors including rail, industrial and power generation. We are innovative, flexible and responsive to customer's needs, continually exceeding industry standards and customer expectations. As the world continues to electrify and the demand for power rises, our products and services will become even more valuable and our business will continue to grow, we are working towards a target revenue of £20million by 2020/21.

We recognise that people are our most important asset. We have a highly skilled team that successfully combines youth with experience and we invest in our people to be 'the best in the world at what we do'.

We employ for attitude and train for skill and our industry leading training programme is award winning. We aim to be the employer of choice for talented people across the whole of the North East, providing opportunities to develop and supporting our employees to achieve their goals. In return we expect commitment, a total focus on our customers' needs, flexibility to meet deadlines and dedication to our quality process.



## OUR MISSION, VALUES AND PRINCIPLES

| OUR MISSION |   |  |  |
|-------------|---|--|--|
|             | To be the best in the world at what we do |  |  |

| OUR CORE VALUES                                  |   |   |                                |
|--|---|---|--------------------------------|
|  |   |   |                                |
| We protect and develop our people to be the best | We work as one team to deliver an exceptional customer experience | We are open, honest and always act with integrity | Innovation drives our business |

| OUR PRINCIPLES |   |  |  |   |
|----------------|---|--|--|---|
|                | <ul style="list-style-type: none"><li>Maintain a healthy and safe working environment</li><li>Invest in the development of our people</li><li>Share success with the team</li><li>Hire for attitude; train for skill</li><li>Treat everyone with fairness and consistency</li></ul> | <ul style="list-style-type: none"><li>Quality is everyone's responsibility</li><li>Always understand what the customer wants; internal customer included</li><li>We respect our colleagues and our working environment</li><li>24/7 complete flexibility: we are always there when we are needed</li></ul> | <ul style="list-style-type: none"><li>Admit when you are wrong and learn from it</li><li>Focus on what is right; not who is right</li><li>Communicate with customers, suppliers and colleagues on a timely basis</li><li>We make profit ethically and with integrity</li><li>Set transparent performance metrics</li></ul> | <ul style="list-style-type: none"><li>Commit to continuous improvement</li><li>Question the status quo – always ask why</li><li>Encourage creativity</li><li>Strive for perfection</li><li>We can solve any problem</li></ul> |

everyone matters

## **Are You:**

- Confident, outgoing and enjoy a challenge?
- Persuasive, persistent and able to communicate with customers at all levels.
- Organised, self-motivated and can work using your own initiative and prioritise workloads?
- Interested in joining a dynamic team at a critical juncture of its growth journey?

## **Would you like to be part of a team that?**

- Is striving to be the best in the world at what we do
- Driving business growth and development of approx. 20% year on year
- Expanding into new sectors and markets globally
- Increasing market share year on year
- Develops innovative solutions and market leading products
- Has an industry leading, award winning, training and development programme
- Supports companies such as Rolls Royce, Siemens and ABB to develop cutting edge power generation technology
- That is highly skilled, and customer focused with innovation at its core
- Invests in apprentices and training across the business to support business growth and personal development.

If so, then read on to find out more about the Internal Sales Executive role and how it supports our strategic business objectives.

## **Job purpose:**

In order to continue to grow our business we have an opportunity for an Internal Sales Executive to join our growing sales team. The successful candidate will work with the sales and marketing teams to research, identify and qualify potential customers to increase revenue and support growth objectives across a range of target sectors regionally, nationally and internationally.

This role is key to our planned growth and will play an integral part in shaping and further growing the business as we move forward. The core purpose of this role is to identify new business opportunities and support the sales teams to grow the business in new and existing sectors.

## **Internal Sales Executive duties and responsibilities:**

### **Key responsibilities include:**

- Researching, identifying, qualifying and contacting customers in a range of sectors
- Outbound telephone marketing and appointment generation for external sales representatives
- Qualify inbound enquiries received via marketing channels
- Supporting external sales team with customer research and insight
- Supporting the completion and submission of high quality tender submissions and PQQ's
- Maintain Customer Relationship Management (CRM) data and processes
- Support the sales team by attending exhibitions and customer meetings where required

This is a varied role that requires you to have exceptional organisational skills, be self-motivated and work using your own initiative to prioritise workloads and achieve targets set.

**Typical qualities of the successful candidate will include:**

- Previous experience in an outbound sales position
- Excellent knowledge of how to generate leads and approach customers
- Target driven - proven success in sales, working towards targets and KPI's
- Highly articulate, organised, detail orientated with the ability to multi-task effectively
- Excellent communication, negotiation and persuasion skills are key
- Microsoft Office and use of CRM Systems

**Working Pattern Conditions:**

Based at our head office in Newcastle upon Tyne. Standard working hours 8am to 4.30pm Monday to Friday and 8am to 3.30pm on a Friday. Salary ranging from £20,000 to £25,000 depending on experience, with OTE bonus and opportunity for progression.

## Working at Houghton International

At Houghton International ‘everyone matters’ and in return for our employees’ commitment and hard work everyone enjoys a range of benefits additional to their salary so that everyone can continue to share in the company’s continuing growth and ongoing success.

As a Houghton International employee, you benefit from:

- Contributory pension scheme – above standard minimum
- Income protection insurance – to supplement SSP should you be unable to work
- Death in service insurance – 2 x annual salary to a beneficiary of your choice
- Training and personal development programme – Individual PDP plans
- Holiday buy/sell – option to buy or sell up to 5 days holiday for added flexibility
- Staff recognition and engagement – discretionary bonus and quarterly awards
- Health Assessments – ongoing surveillance to improve wellbeing
- Social events – opportunities to celebrate success as a team



Houghton International is a growing business, having grown 25% year on year for the past 3 years, that operates across a diverse range of sectors. Our employees have a wide range of skills including engineering, manufacturing, fitting, winding, operations support, administration and sales to support our customers and meet their delivery requirements.

Innovation is at the heart of our business and we have a genuine problem solving approach to all aspects of delivery, working flexibly with customers to improve the performance of their machines and coming up with solutions to their issues.

Working alongside our skilled and experienced teams, some of whom have worked here for over 30 years, we offer valuable training and real progression opportunities combined with a varied and engaging work load in a safe and friendly environment.

Apply now to be part of an innovative and growing SME that values its employees and reinvests in the business to secure its long term future, sharing its success as it grows.

Forward your CV to [careers@houghton-international.com](mailto:careers@houghton-international.com) and tell us why you would like to be considered for this role.