



Houghton International

Electro mechanical innovation

Recruitment Pack



Regional Technical Account Manager

Salary: £30,000 - £45,000 + OTE uncapped
Benefits: Car allowance / Company car & full benefits package
Reports to: Sales Director
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"> • Maintain a healthy and safe working environment • Invest in the development of our people • Share success with the team • Hire for attitude; train for skill • Treat everyone with fairness and consistency 	<ul style="list-style-type: none"> • Quality is everyone's responsibility • Always understand what the customer wants; internal customer included • We respect our colleagues and our working environment • 24/7 complete flexibility: we are always there when we are needed 	<ul style="list-style-type: none"> • Admit when you are wrong and learn from it • Focus on what is right; not who is right • Communicate with customers, suppliers and colleagues on a timely basis • We make profit ethically and with integrity • Set transparent performance metrics 	<ul style="list-style-type: none"> • Commit to continuous improvement • Question the status quo – always ask why • Encourage creativity • Strive for perfection • We can solve any problem
---	---	--	---

everyone matters

Are You:

- Target driven and focused on growing our pump and motor service revenue streams
- Technically capable and commercially minded providing customer focused solutions
- Able to communicate with customers at all levels across a range of sectors
- Organised, self-motivated and can work using your own initiative to maximise opportunity

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 to achieve a turnover of £20million by 2020
- Expanding into new sectors and markets globally
- Increasing market share year on year
- Develops innovative solutions and market leading products
- Exports to over 30 countries worldwide
- 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 Technical Account Manager role and how it supports our strategic business objectives.

Job purpose:

Following a sustained period of growth, Houghton International is looking to recruit an experienced and well networked sales representative to lead sales of our electro mechanical maintenance, repair and upgrade services in Teesside and surrounding areas. The successful candidate will work as part of the sales team to grow revenue across a range of sectors, generating new revenue and maximising customer growth.

Responsible for sales, customer relationship management and business development in defined territories, the role can be based anywhere in the North East – with attendance to our Newcastle head office at least one day per week. Travel to customer sites will be required, along with support at sales and marketing events.

The ideal candidate will have a detailed understanding of the electro mechanical service industry, be from a technical/engineering background and be an experienced sales professional with a track record of developing new business with the ability to provide both technical and commercial solutions to customers at all levels.

This is an exciting role and great opportunity to join a growing business with an excellent reputation for quality and service. Established in this industry for over 35 years, Houghton International has made a significant investment in its capacity and our capability in recent years and is now seeking the right sales support to take the next step in its development.

Key responsibilities include, but are not limited to:

- Grow revenue regionally in line with strategic sectoral objectives over the next five years

- Expand sales network and prospect database to build sales pipeline and opportunity funnel from new customers
- Take responsibility for full sales process from generating initial enquires through to quotation, negotiation and order confirmation
- Build strong, professional relationships with customers to identify opportunities for new and existing business
- Ongoing customer relationship management
- Negotiating the terms of an agreement and closing sales
- Being proactive in achieving agreed sales targets through effectively understanding the needs of the customer and providing commercially viable solutions.
- Monitor competitor activity through conducting market analysis
- Building in depth knowledge of customers individual needs and objectives tracked via CRM
- Taking responsibility for the preparation and completion of tenders and PQQ's

This is a varied role that requires exceptional communication and management skills to create, plan and deliver targeted sales activity and engage a range of customer nationally.

Typical qualities of the successful candidate will include:

	Essential	Desirable
Key skills/knowledge: <ul style="list-style-type: none"> • Recent knowledge / experience of electro mechanical industry • Sales experience and a track record of securing new business • Excellent IT Skills – MS Office / Excel. 	✓ ✓	✓
Competencies/behaviours: <ul style="list-style-type: none"> • Strategic thinker with the ability to influence • Excellent communication skills, both written and verbal • Flexible and adaptable to business needs with a hands-on approach and a can-do attitude • Innovative with the ability to solve problems 	✓ ✓ ✓ ✓	
Qualification: <ul style="list-style-type: none"> • Mechanical qualification – ONC / HNC or equivalent engineering qualification • Full UK driving license 	✓	✓

Working Pattern Conditions:

Standard working hours 8:00am to 4.30pm Monday to Thursday and 8:00am to 3.30pm on a Friday – however must be flexible to meet customer's needs and operating hours.

The role can be based anywhere in the North East – with attendance to our Newcastle head office at least one day per week. Travel to customer sites will be required, along with support at sales and marketing events.

Salary depending on experience, with opportunity for progression. Some international travel may be required throughout the year.

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 workload 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 and tell us why you would like to be considered for this role.