



Houghton International

Electro mechanical innovation

Recruitment Pack



Business Development Administrator

Salary: £24,500k

Benefits: As listed on page 6

Reports to: Business Development Manager

Contract Type: Permanent

Department: Central Services - Sales

About Houghton International:

Houghton International improves the performance of electro mechanical assets around the world. They use 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 they have hundreds of years of knowledge and experience across a range of sectors including rail, industrial and power generation. They 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, their products and services will become even more valuable.

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

 <p>We protect and develop our people to be the best</p>	 <p>We work as one team to deliver an exceptional customer experience</p>	 <p>We are open, honest and always act with integrity</p>	 <p>Innovation drives our business</p>
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OUR PRINCIPLES

 <ul style="list-style-type: none">Maintain a healthy and safe working environmentInvest in the development of our peopleShare success with the teamHire for attitude; train for skillTreat everyone with fairness and consistency	<ul style="list-style-type: none">Quality is everyone's responsibilityAlways understand what the customer wants; internal customer includedWe respect our colleagues and our working environment24/7 complete flexibility: we are always there when we are needed	<ul style="list-style-type: none">Admit when you are wrong and learn from itFocus on what is right; not who is rightCommunicate with customers, suppliers and colleagues on a timely basisWe make profit ethically and with integritySet transparent performance metrics	<ul style="list-style-type: none">Commit to continuous improvementQuestion the status quo – always ask whyEncourage creativityStrive for perfectionWe can solve any problem
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everyone matters

Are You:

- Friendly, helpful and act in a professional manner?
- Able to communicate with customers at all levels, both in the UK and overseas?
- Organised, self-motivated and can work using your own initiative and prioritise workloads?
- Flexible, innovative with great attention to detail?
- 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 to achieve a turnover of £20million by 2025
- 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 world wide
- 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 Business Development role and how it supports our strategic business objectives.

Job purpose:

Due to continued business growth we have an opportunity for a Business Development Administrator to join our growing sales team. The successful candidate will work with the senior business development executive, sales director and wider sales team to create, develop and deliver business development and growth objectives across a range of target sectors regionally, nationally and internationally.

The Business Development Administrator is responsible for generating qualified opportunities for Houghton International using e-mail, telephone and LinkedIn to engage with decision-making prospects and book qualified opportunities for Sales Engineers.

Duties and responsibilities:

Key responsibilities include:

- Research and identify prospective clients who would benefit from Houghton International products / services.
- Prospect on behalf of Houghton International using a combination of cold calling and e-mail outreach.
- Book qualified meetings for Sales Engineers to visit and close deals.
- Provide full administration support to the wider sales team across all departments / sectors.
- Respond to, prepare and submit quotations in line with customer deadlines.
- Building in depth knowledge of customers and prospects individual needs and objectives tracked via CRM and the CRM data and processes.
- Regularly liaise with customers and prospects to update on status.
- Assist the Sales team with the preparation and completion of tenders and PQQ's.
- Support the Sales team by attending exhibitions on occasion.
- Providing excellent customer service to both internal and external customers.
- Strong appreciation of continuous improvement delivering excellent customer care and satisfaction.

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

Typical qualities of the successful candidate will include:

	Essential	Desirable
Key skills/knowledge: <ul style="list-style-type: none"> • Industry experience. • Excellent IT Skills – MS Office / Excel. • Knowledge of EMIR/CRM 	√	√ √
Competencies/behaviours: <ul style="list-style-type: none"> • Working to strict deadlines. • Self-motivated. • Strong customer service skills. • Listening skills. • Highly organised. • Strong verbal and written communication skills. • Team working. • Ability to occasionally travel 	√ √ √ √ √ √ √ √	
Qualification: GCSE (Maths and English C or above) or equivalent	√	
Experience: <ul style="list-style-type: none"> • Previous experience gained within a similar role. • Previous experience in a fast-paced environment • Strong administration experience including preparation of tenders, estimates and letter writing. • Building strong professional relationships with customers. • Maintaining a client database. • Report writing. • Handling customer enquiries. • Providing statistical information to Senior Management. 	√ √ √ √ √	√ √ √

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 of £24,500, with 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 and tell us why you would like to be considered for this role.