



# Houghton International

## Electro mechanical innovation

### Recruitment Pack



### Business Development Executive

Salary: £18 - £20k

Reports to: Senior Business Development Executive

Contract Type: Permanent

Department: Central Services - Sales

## About Houghton International:

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

Our people are at the centre of what we do, and we make sure that our employees are consistently progressing and supported throughout their time at Houghton International. We have a highly skilled team that successfully combines youth with experience, and we continually invest in our people to be 'the best in the world at what we do'.

When we recruit, we hire for attitude and train for skill and offer an award winning, industry leading training programme.

We strive to be the employer of choice for talented people across the North East and beyond, 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 dedicated 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**

- 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
- 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
- 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
- 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:**

- 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 £20 million 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 below 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 are looking for a Business Development Executive to join our growing sales team. The successful candidate will work alongside our 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 Executive is responsible for generating qualified opportunities for Houghton International using email, 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.
- Build in depth knowledge of customers and prospects individual needs and objectives tracked via CRM and the CRM data and processes.
- Maintain data analysis.
- Produce Word documents.
- Populate spreadsheets through Excel.
- Answer incoming telephone calls - Deal with customer enquiries (internal and external) communicating relevant information to the Heads of Department and Sales Team on a daily basis.
- Review incoming purchase orders against quotations.
- Liaise with the department to check on status of order.
- Regularly liaise with customers to update on status.
- Prepare and analyse information for sector plans.
- Assist the Sales team with the preparation and completion of tenders and PQQ's.
- Support the Sales team by attending exhibitions on occasion.
- To maintain and promote the vision, values, and mission of the company showing at all times a commitment to continuous improvement.
- Ensure activities meet and integrate with Houghton International and their clients' health and safety, legal, cultural, environmental policies and procedures.
- Provide excellent customer service to both internal and external customers.
- Maintain and develop corporate image and professional reputation at all times.
- Develop professional working relationships with colleagues, customers and suppliers.
- Strong appreciation of continuous improvement delivering excellent customer care and satisfaction.

We are looking for an exceptionally organised and self-motivated individual who can use their own initiative and prioritise workloads.

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

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

**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 £18,000 to £20,000 depending upon experience, with opportunity for progression.

## Working at Houghton International

At Houghton International 'everyone matters' and in return for our employee's commitment and hard work, everyone receives a range of benefits additional to their salary allowing all staff members 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
- Better Health at Work Bronze Award employer



Houghton International has grown year on year over the past decade, expanding and investing in a large machine workshop in 2016, a pumps division in 2018 and a relocation to a 120,000 sq ft facility in 2020.

We adopt an innovative and customer-centric approach, prioritising the needs of our customers and working around the clock to solve their problems. 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.

We offer a valuable training programme that provides opportunity for career progression combined with a varied and engaging workload.

Apply now to be part of an innovative and growing SME that values its employees and invests in its people and facilities, sharing its success as it grows.

Send 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.