



Houghton International

Electro mechanical innovation

Recruitment Pack



Sales Representative

Salary: £25k + OTE

Benefits: As listed on page 5

Reports to: Sales Director

Contract Type: Permanent

Department: Central Services - Sales

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 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.

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 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 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 and 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
- 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 Sales Representative role and how it supports our strategic business objectives.

Job purpose:

Due to continued business growth, we have an opportunity for a Sales Representative to join our growing sales team. The successful candidate will work with the Sales Director, Technical Account Managers and Sales Administrators to create, develop and deliver business development and growth objectives across a range of target sectors regionally, nationally and internationally.

The successful candidate could proceed to a Technical Account Manager level position if they demonstrate the right skills and develop the level of knowledge required for the role. To progress to this level, they will have proven their ability to consistently outperform expectations.

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 talent to take the next step in its development.

Key Responsibilities

Sales responsibilities:

- Support the growth of revenue of electromechanical services in line with strategic sectoral objectives over the next five years.
- Expand the sales network and prospect database to build sales pipeline and opportunity funnel from new customers.
- Support and take responsibility for your element of the sales process from generating initial enquiries 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.
- Proactive in achieving agreed sales targets through effectively understanding the needs of the customer and providing commercially viable solutions.
- Proactively seek new business opportunities with current and new customers
- Monitor competitor activity by conducting market analysis
- Building in depth knowledge of customers individual needs and objectives tracked via CRM
- Stay up to date with products and services.
- Provide monthly reports on actual sales and progress against targets.

Sales administration responsibilities:

- Administrative support to the Sales Director and Technical Account Managers across all departments / sectors.
- Act as a link between the Sales Team and customers.
- Update and maintain the CRM system to improve sales team efficiency.
- Respond to, prepare, and submit quotations in line with customer deadlines.
- Building in depth knowledge of customers individual needs and objectives tracked via CRM and the CRM data and processes.
- Provide regular statistical reports for the Senior Management Team and Sales Team.
- Maintain data analysis.
- Producing Word documents and populate spreadsheets through Excel.
- Answering incoming telephone calls - Dealing with customer enquiries (internal and external) communicating relevant information to the Heads of Department and Sales Team, daily.
- Review incoming purchase orders against quotations.
- Liaise with the department to check on status of order.
- Regularly liaise with customers 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.
- 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.
- Developing professional working relationships with colleagues, customers and suppliers
- 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, 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 • Sales experience and a track record of securing new business • 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 • 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 • Ability to occasionally travel 	 ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Qualification: <ul style="list-style-type: none"> • Mechanical or electrical qualification – ONC / HNC or equivalent engineering qualification • Full UK driving license 	 ✓	 ✓

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 £25,000 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 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.