



## RECRUITMENT

<b>REFERENCE NUMBER:</b>	YIICOM1220
<b>JOB TITLE:</b>	Assistant Commercial Officer (Year in Industry)
<b>LOCATION:</b>	Denham, Middlesex

Martin-Baker is the world's leading manufacturer of ejection seats and related equipment.

It is the only company that can offer a fully integrated escape system that satisfies the very latest in pilot operational capability and safety standards. Martin-Baker offers a complete 'end-to-end service', from helping the customer to establish operational safety and escape requirements, including design, development and qualification, to on-going support throughout the entire service life of the aircraft.

<b>DEPARTMENT NAME:</b>	Commercial
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### JOB DESCRIPTION

An opportunity has arisen for an Assistant Commercial Officer working in the Commercial Operations Department at the Denham site. This is an excellent opportunity to gain knowledge and hands-on job experience in furtherance of a successful candidate's career. Knowledge will be gained on business procedures and processes, and skills will be developed on using SAP and other industry-standard software applications.

The ideal candidate would be responsible for the effective commercial account support from initial enquiries to payment from customer. The internship will also provide a support function for Monthly Business Management Reporting. In addition, the intern will liaise with other departments to meet customer requirements.

The main areas intended to be developed:

- **Contract Administration** – preparation of order loading instructions, order change instructions and order book management including completing customer reports;
- **Customer Relationship Management (CRM)** – to build and maintain professional and mutually beneficial customer relationships and to support customer enquiries;
- **RFQs/ Proposals:** Responding to Customer Requests for Quotations (RFQs) within agreed KPIs;
- **Debt Management** – to ensure allocated customer accounts operate within defined account limits;
- **Contracts:** opportunity to become familiar with terms and conditions
- **Business Processes:**
  - Provide Support Function to Monthly Business Management Reporting
  - Special projects regarding improvement of business processes

This challenging role will require a self-motivated individual, who has the ability to work to meet deadlines and demonstrate self-confidence when communicating at all levels within Martin-Baker and with Customer Representatives. Candidates should be highly literate and numerate, with a high-level of attention to detail, with strong IT skills, and have the adaptability and willingness to learn new procedures.

EDUCATION & QUALIFICATIONS:

- You must be working towards a good degree (1<sup>st</sup> or Upper 2<sup>nd</sup> Class Honors) in Business or Law Discipline

PERSON SPECIFICATION:

- High attention to detail
- Good planning, organisation and administrative skills
- Good communication skills (written, oral and listening)
- High level of customer focus.
- The ability to build and develop relationships within Martin-Baker and with customers.
- Commercially aware, able to identify and mitigate risks to the business.

SPECIFIC/TECHNICAL SKILLS

- Strong literacy and numeracy;
- High level of IT skills, confident user of Outlook, Word and Excel.

KNOWLEDGE & EXPERIENCE

- Some prior experience in the workplace desired

**For all successful candidates, Martin-Baker will undertake background security checks. As part of this, we will need to confirm your identity, employment history and address history to cover the past five years as well as your nationality, immigration status and criminal record. For positions that require Security Clearance, the successful candidate must hold or be willing to obtain security clearance up to the relevant level for the role.**

BENEFITS

Salary £18,500 pa pro rata

Pension Scheme

25 Days annual leave

Healthcare scheme

Opportunity to work alongside experts who can help you to obtain a wide understanding of an engineering business

We offer you the chance to develop new skills and gain a strong industry experience

<b>TO APPLY:</b>	Complete an application form found at <a href="http://martin-baker.com/careers/year-in-industry/">http://martin-baker.com/careers/year-in-industry/</a> and return to <a href="mailto:recruitment@martin-baker.co.uk">recruitment@martin-baker.co.uk</a> quoting the REFERENCE NUMBER ABOVE
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