

## Careers at Spitfire



**At Spitfire, we are dedicated to the personal and professional development of all our employees.**

As a service company in the technology sector, we continuously strive to raise the quality and value of our professional services. We achieve this by developing the full potential of our employees in a friendly and supportive environment, in order to encourage everyone to reach their full potential.

**We believe that everyone plays a role in contributing to the success of our business. Find out how you can be part of it today**



## Company History

Spitfire was founded in 1988 and specialise in providing Internet and Telecommunication services to a wide range of small and medium sized businesses (SMEs). We are an owner-managed business who are profitable with no debt and offices in Stockwell, London, and Birmingham. We are a stable, independent supplier with a customer service led ethos.

We have grown from a start-up through to a business with over £22m turnover and 100 staff, and understand the challenges of growing a business organically. We are a commercially run organisation and we believe in working with our customers and fostering relationships based on trust and authority. This forms one of the cornerstones of our working principles.



## About Spitfire

We have some of the most innovative and best value business products and services available in the marketplace today. These include:

- Dedicated Fibre Ethernet
- Business Broadband including FTTP and FTTC SOGEA
- IoT solutions
- Mobile telephony and data
- Internet Service Provision
- Wide Area Network (WAN) services
- Hosted telephony solutions
- SIP Trunking
- Resilient cost-effective telephone calls
- Virtual private networks (VPN)
- Complete project management
- Support and maintenance services
- Consolidated customised billing

## Benefits of Working for Spitfire

- Spitfire provides competitive salaries and rewards generously for success and hard work
- Our graduates are given structured sales and/or technical training, both on the job and via external courses
- We are dedicated to providing our employees with continuous professional development and the opportunity to obtain formal technical qualifications
- Employee Wellbeing assistance service
- Regular social events for all staff
- We also provide Permanent Health Insurance after two years continuous employment
- There is a gym next door to the London office and a free gym on-site in Birmingham. Both offices have a café and in London, Spitfire employees enjoy a 10% discount
- Locations - London is within walking distance of Oval and Stockwell Tube Stations and Birmingham is 3 minutes from Snowhill Station in the centre of the Colmore business district

**Spitfire's modern open-plan offices provide employees with a safe and comfortable working environment.**

**Please read our testimonials to see how our employees feel about working here.**



## Testimonials

### Sam Cottis, Geophysics Graduate

*I joined Spitfire in 2017 as a Support Technician. I didn't have a background in IT but was keen on problem-solving and the chance to learn something new. The training opportunities were great from day one, with the chance not just to learn about modern communications technology but to gain professional qualifications. The training scheme is well structured, allowing people to stretch themselves and follow their interests wherever they take them. Six years later, and I'm still learning all the time, studying towards more qualifications and even helping to train some of the new starters. For someone looking to get started in a new career, Spitfire couldn't have been a better place to start.*

### Stephanie Tam, Chemical Engineering Graduate

*I joined Spitfire in July 2018 as a Graduate Sales Account Manager and since then the Birmingham office has moved not once, but three times, each time to a larger space as our team has grown and developed. I'm now a Partner Account manager and really enjoy being part of a technical & supportive team. I studied chemical engineering at University so it was definitely different stepping into a different field, however through all the training offered by Spitfire, I've been able to develop my technical skills, having earned my CCNA qualifications in 2019. This allows me to discuss customer's and partner's technical requirements and offer the most suitable solution.*

### Chris Wharmby, Natural Sciences Graduate

*I joined Spitfire in 2018 as a Graduate Sales Account Manager. Despite graduating from university in a very different field, a comprehensive internal training programme accompanied by external Cisco CCNA qualifications quickly allowed me to provide in-depth consultations on connectivity and telephony for our customers. Now, as a Senior Account Manager, I have taken greater responsibility on more complex projects, continuing to learn more about the industry and technology each day as I do so. Working with a wide variety of industries, no two projects are the same, and it's satisfying to see bespoke solutions you have designed come to fruition.*

### Alex Vick, Chemistry Graduate

*I graduated from the University of Bath in 2020 following completing a degree in chemistry shortly after which I joined Spitfire. I wasn't completely sure what industry I wanted to work in however, I was keen on working in a technical field as I have always been interested in keeping up with the latest tech. Telecoms interested me as it is an ever-evolving market with new products regularly joining the fray with the role at Spitfire being of particular interest given the offer of consistent training. A key part of my role as a Partner Sales Customer Account Manager which I enjoy, is the problem solving. Designing bespoke solutions for a variety of sized businesses based on their requirements presents a unique challenge requiring you to put into action all the training which Spitfire offer.*



## Graduate Recruitment

Graduate positions are available in Sales and Technical Support roles. Even though we are a technology company, we welcome graduates from all disciplines, as we understand that our ability to provide the right level of service and support for our customers extends far beyond just our technical skills.

As such, we are keen to recruit graduates who have:

- Strong analytical and problem solving skills
- A high level of initiative, and able to work without supervision taking full responsibility for completion of tasks
- Excellent written and verbal communication skills
- A professional and friendly customer service mentality
- The ability to liaise with clients and colleagues in a professional manner
- Confidence in dealing with customers over the phone to provide the appropriate level of support

**We are looking for graduates who are excited by technology and are keen to embrace technical training and develop their career in this industry.**

## Our Recruitment Process

**At Spitfire we operate a two stage recruitment process, which includes a working style assessment and a learning and aptitude test. In addition to this candidates are given the opportunity to meet with several members of our team, which in turn enables both parties to gauge a candidate's potential as a future Spitfire employee. At Spitfire we pride ourselves on giving informative and constructive feedback to all candidates.**

## Mission Statement

Spitfire specialises in integrated communications solutions, striving to provide its customers with a complete standard of service and care which is unsurpassed by any other communications provider.

Spitfire believes in providing technology solutions and services to help customers achieve their business goals. As a result we recognise that our employees are key to implementing our values and providing our customers with the best service possible.

As part of Spitfire's commitment to providing an excellent service it works within defined ISO Quality Assurance Criteria and makes a commitment to continuous improvement which it expects all its employees to participate in.



## Business Objectives

We have four key business objectives, all of which focus on technical expertise, developing our staff, and providing excellent customer service. These are:

- To design integrated solutions for customers that deliver genuine cost savings and real business productivity benefits
- To work with customers to identify business requirements and opportunities, from a telecommunications perspective
- To deliver solutions in the most diligent and business friendly manner
- To consistently provide a high level of ongoing customer care and support

Above all, we aim to provide our customers with the maximum benefits which modern telecommunications technology can deliver, whilst also enabling them to continue to focus on the management of their core business.

To assist us in achieving these objectives, over the last 34 years we have:

- Developed our own extensive telecommunications network infrastructure
- Formed relationships with market leading providers and suppliers of telecommunications and information technology equipment
- Recruited high calibre staff and provided them with comprehensive technical and professional training
- Implemented industry best practice policies, procedures and systems

## What next?

If you would like to find out more about working for Spitfire call 020 7501 3000, email [hr@spitfire.co.uk](mailto:hr@spitfire.co.uk) or visit [spitfire.co.uk/about/careers](http://spitfire.co.uk/about/careers)

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