

A BIG THANK YOU

Hello there,

And thank you for considering us as
your next potential employer.

We've got some amazing
opportunities for you, both when
you start working with us and as
you progress in your career. We've
put this pack together for you to
show you what we're like to work
for.

find out who's REALLY in charge,
how we look after you and how we
make sure you grow with us.

So grab a cup of coffee and dive in!

Helen



WHO'S WHO...

FIRSTLY, IT'S THE ANIMALS THAT ARE REALLY IN CHARGE HERE



Chewie - CEO

Chewie is our CEO and he spends much of his time asleep - he knows that we've employed absolute 'rock stars' and he doesn't have to worry about a thing.



Chicken Jalfrezi (Cat honestly!)

Chicken Jalfrezi is our office manager - he also spends quite a bit of his time asleep, usually on the photocopier or on one of the office chairs.



Jet - TBD

And then, there's Jet. Although he's been here a couple of years now, we still haven't 100% decided on his job title yet. Should he be morale officer or head of lunch?

WHO'S WHO...

HERE ARE THE MAIN HUMANS IN THE TEAM



Helen - the MD

Helen oversees the strategic running of the business and is constantly on the look out for ways we can improve to better serve our clients. Helen is an expert on everything on the big screen and is often found frequenting the cinemas in Worcestershire.



Nick - the FD

Nick is our FD and is responsible for making sure that there is more money coming into the business than going out! Nick is a lifelong Liverpool fan and will challenge anyone to a quiz, regarding Liverpool, Harry Potter or anything else for that matter.



James - Ops Director

James makes sure that our clients and team are happy and is responsible for bringing in new clients. James is also a football fan, however - supporting West Brom, he tends to avoid the subject - especially around Nick!

WHAT WE DO AND HOW WE DO IT

Like any good future member of our team, we're sure you've checked us out, but to give you a very quick overview - we do lead generation or appointment setting for our clients.

That means company's hire us to get appointments with potential clients for them.

We have a tried and tested process involving LinkedIn, follow-up and calling to do this and it works beautifully to get appointments with hard to reach decision makers at some of the World's biggest companies - honestly, we've booked meetings with senior leaders at the like of Barclays, the London Stock Exchange, BP & more.

We have two teams that helps us to do that - the admin team find the data and liaise with clients when we've got an appointment and the telemarketing team who get the actual appointments.

Our Account Management team sit across admin and telemarketing and work with our clients on a day to day basis.

We all work together to achieve the ultimate goal - be the best lead generation company in the UK!

It's hard work, but it's also fun - want to join us and help us out?

OUR VALUES

Caring

We care about each other and about our clients.

Help them wherever possible.

Do our best for them.

Celebrate when things go right.

Commiserate when it's not going well.

Consistency

We do what is asked of us 100% of the time.

We deliver our service time after time consistently and in a timely manner.

If the same issue is coming up again and again, we put measures in place to fix it.

Transparent

We don't hide anything from each other or our clients.

We are open and honest about how we work.

We're upfront with our prices.

We let our clients see our process.

We resolve issues and problems together.

OUR VALUES

Resilience

We don't 'give up' when the going gets tough.

We find a way to solve problems and issues - even when it's not immediately transparent..

We have a 'can do' attitude to whatever is thrown at us.

Delivery

We take pride in our work and in doing a good job.

We proactively look for ways to help our clients such as suggesting ideas.

We do what is asked in a timely fashion.

We let people know what is being done and when they can expect it.

We hold our hand up if things go wrong and do our best to put it right.

GWC

Do you **get** your role? Do you understand your job and the purpose of your role? Do you know how it fits into your team and the company?

Do you **want** your role? Do you want to be at ET? Will you fight to get better at your job?

Do you have the **capacity** to do your job? Do you have enough time, headspace, the skills?

WHAT WE ARE LIKE TO WORK FOR

When we were in the office, we can't lie, there were A LOT of cakes. Now we're all working from home, there's not as many cakes, but we still have a lot of fun.

We know how hard it can be working from home, so we've done a lot of work behind the scenes to stop people feeling like they're on their own.

We catch up for 15 minutes, twice a day on zoom. We do this to make sure you're okay and to check if you have any questions. We have a weekly quiz via our What's app group and do our best to look after you.

We also meet a couple of times a year to go to an escape room, a day at the races or just a curry and a drink.

When you start working with us, you'll complete a structured training programme and have weekly 1-2-1s with your manager to keep you on track.

ARE YOU THAT SPECIAL PERSON WE'RE LOOKING FOR?

We're striving to be the best lead generation company in the UK, which means clients come to us for the amazing service we provide and the results we give to them.

We treat our team, clients and suppliers with the respect they deserve and run the company by being reasonable.

In return, you'll be an amazing employee, turning up on time, giving your all and really wanting to be part of achieving the overall goal.

You'll be a hard worker, not fazed by working from home and know that you'll achieve the training, support and opportunities that you deserve - what you put into working for us will result in rewards many times over.

If that sounds like you and you'd love to work for an ambitious, growing company, then great!

You've got your interview scheduled so we're looking forward to meeting you.

Any questions in the meantime, contact us on 01386 298 042 or email us at info@exceptionalthinking.co.uk