



Job Advert: Sales Coordinator (Radiography Division) – full time

Fairley Gunn Group Ltd (FGG) has the collective vision to Champion & Support British Manufacturing. Value, loyalty, and efficiency are at the heart of what we do. Fairley Gunn Group has a collective vision to champion and support British manufacturing. Value, loyalty and efficiency are at the heart of what we do. We pride ourselves on delivering the right solutions for our customers through specialist engineering expertise, responsive service and strong working relationships.

We are seeking a proactive and commercially confident Sales Coordinator to support customer enquiries, product and service discussions, quotation follow up and order progression across our Radiography Division, comprising Gilligan Engineering Services, NDT Electronic Services and Metrix NDT.

Working closely with customers and internal teams, the successful candidate will develop customer enquiries into commercial opportunities through proactive contact, disciplined follow up and effective coordination across the Division. You will speak directly with existing, lapsed and prospective customers, understand their requirements and bring together the technical and commercial input needed to progress quotations and orders.

You do not need to arrive as a technical expert. Appropriate product and service training will be provided. You must, however, be commercially confident, comfortable making proactive customer calls and capable of learning technical products well enough to hold credible customer conversations and recognise when specialist input is required.

Role:

- Permanent, full-time
- Primarily based at Jarrow and Prudhoe, with occasional UK-wide travel to customer sites when required
- Some home working available subject to business requirements (max one day per week)

Main Duties, Responsibilities & Accountabilities

The position covers a broad range of responsibilities across customer engagement, quotation coordination and commercial administration.

- Proactively contact existing, lapsed and prospective customers to understand their requirements, reopen discussions and identify where the Division's products or services may provide a suitable solution, obtaining technical input where required
- Support customers in clarifying what they need, asking structured questions and gathering enough information for engineering, sales and operations colleagues to provide accurate technical and commercial input
- Own customer enquiries from initial contact through quotation, follow up, order placement and confirmed handover, ensuring requirements, commitments and next steps are accurately recorded and transferred to the responsible delivery team
- Work with internal technical colleagues to help customers understand available product, service, repair, calibration, hire or support options
- Identify opportunities for additional support, repeat business or wider Group services where relevant to the customer's needs
- Coordinate quotations and customer proposals, gathering requirements from customers and working with engineering, sales and operations to ensure responses are accurate, commercially sound and issued on time
- Maintain accurate and up-to-date records of quotations, orders and customer interactions within the Division's commercial systems and records
- Act as a key coordination point between sales, engineering and operations to ensure clear communication and smooth delivery of customer requirements
- Support the Division's routine marketing activity by preparing and publishing approved LinkedIn posts, maintaining an agreed content schedule and coordinating suitable photographs and business updates in accordance with Group approval, confidentiality and brand requirements .
- Assist in planning and coordinating exhibitions, events and marketing activities, including logistics, materials and follow-up actions



- Gather and analyse commercial and operational data to support reporting, performance tracking and decision-making
- Identify and escalate issues, delays or risks within the sales or delivery process, contributing to resolution where appropriate
- Contribute to continuous improvement of commercial and operational processes, systems and ways of working

Key Success Measures

Success in this role will be measured through:

- Customers contacted proactively and enquiries developed into clear next steps and commercial opportunities
- Enquiries and quotations actively progressed, with clear evidence of follow-up activity and conversion support
- Customer enquiries followed up within agreed timeframes with no chaser required from the customer
- Quotations and proposals coordinated and issued accurately and on time, with minimal errors or rework
- Commercial systems and records current, complete and reflecting actual pipeline status at all times
- Customer and internal team feedback reflects a positive, commercially engaged and professional experience
- Issues, delays or risks identified and escalated before they impact delivery or customer satisfaction

Package

- £28-32,000 per annum depending on experience
- 24 days holiday, plus public/bank holidays
- Some home working may be available subject to business needs (max one day per week)

Experiences, Qualifications & Characteristics

- Experience in a coordination, sales support, internal sales, account support, commercial administration or project coordination role
- Demonstrated ability to manage multiple tasks, deadlines and priorities in a busy environment
- Confident written and verbal communication skills, with the ability to engage professionally with customers by telephone, email and in person
- Experience handling documentation with a high level of accuracy and attention to detail
- Ability to follow established processes while identifying and resolving issues independently
- Commercial awareness with an interest in technical or engineering-based products and services
- Professional and reliable approach when dealing with customers, suppliers and colleagues
- IT competent, including regular use of Microsoft 365 (Outlook, Excel, Word, Teams)
- Ability to pass security clearance and vetting requirements

Desirable

- Experience working in an engineering, manufacturing, hire, service, calibration, industrial supplies or technical environment
- Exposure to CRM systems and pipeline tracking
- Exposure to marketing activity such as LinkedIn, email campaigns or events coordination

How to Apply:

To apply, please send your CV together with a covering personal statement outlining details of why you consider yourself suitable for the role, stating any skills, knowledge and/or experience which are relevant to the post, to careers@fairleygunnngroup.com

More information at www.fairleygunnngroup.com/careers.

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