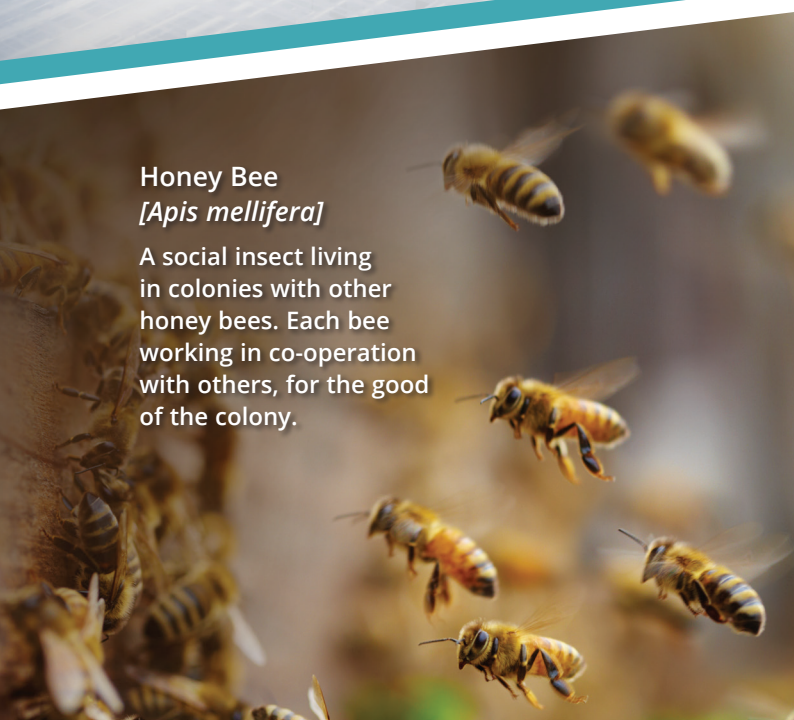


Careers at Spitfire



Honey Bee [*Apis mellifera*]

A social insect living in colonies with other honey bees. Each bee working in co-operation with others, for the good of the colony.

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 specialize 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 the West Midlands. 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 £25m turnover and 120 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:

- Internet Service Provision
- Broadband ADSL, SDSL M and VDSL
- WAN Ethernet services
- IP-based voice solutions
- Hosted solutions
- Virtual private networks
- Telephone systems
- Resilient cost-effective telephone calls
- Complete project management
- Value-added exchange switching
- Support and maintenance services
- Mobile telephony
- 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
- We also provide Permanent Health Insurance after two years continuous employment
- There is a gym and café on site. Spitfire employees are exempt from gym joining fees and receive 10% discount at the café
- Location – Spitfire is within ten minutes walking distance of Stockwell and Oval tube stations, as well as being near Vauxhall train station and on a busy bus route

Spitfire's modern open-plan office, with incredible views over London, provides employees with a safe and comfortable working environment. Please read our testimonials opposite to see how our employees feel about working here.



Testimonials

Sam Jones, Biochemistry Graduate

After graduating in 2014 I joined Spitfire in August 2015 as a Support Technician. Since joining I have been working through a structured training programme which has enabled me to learn a variety of new skills, and develop a strong understanding of how to support our customers in the most efficient way possible. In addition to this, and as part of Spitfire's training programme, I have been studying towards, and just obtained, a widely recognised technical qualification. Over the next two years, I am hoping to work towards the next level of qualification and to take on more responsibility within my team, whilst gaining further technical knowledge and experience.

Elinor Perks, English Literature Graduate

As a recent English Literature graduate starting at Spitfire in 2013, I was out of my comfort zone. But the training I received was superb and the atmosphere of support and collaboration was great. I started out as part of the Support Team where I learned a huge base of industry knowledge, and also studied for and obtained my CCENT and CCNA qualifications. I recently progressed to a role in Account Management and at every step I've received encouragement and assistance. Both roles have been hugely rewarding.

Peter Oosthuizen, Economics Graduate

I began my career with Spitfire in July 2011 as a Trainee Sales Executive. Since then I have been promoted to Account Manager, Senior Account Manager, Partner Account Manager, and Team Leader. I now manage my own team and thanks to Spitfire I have recently obtained a formal technical qualification. Although I have been at Spitfire for four years since I graduated, the training offered here is continuous and I am constantly learning.

Nicol Kay, Philosophy Graduate

I have been at Spitfire since April 2013. I started as a Provisioner where I learnt a lot of new skills and got to really understand the company and the industry. After two years I decided I really wanted to try going into Project Management and to develop my technical skills further. Spitfire were incredibly accommodating and when an opportunity arose I was able to become a Project Coordinator. In addition to this I have recently achieved my first technical qualification. Working at Spitfire has enabled me to build a career in an industry I had not considered before.



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.

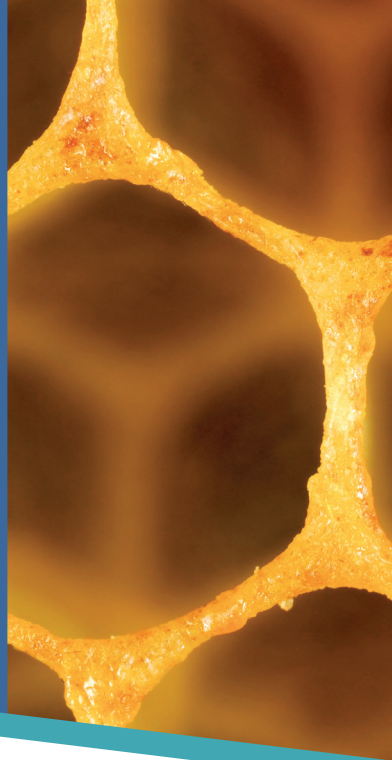
As such, we are keen to recruit graduates who have:

- 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 recognize 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 28 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 jobs@spitfire.co.uk or visit spitfire.co.uk/about-us/careers

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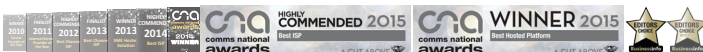
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Innovative • Flexible • Reliable • Supportive • Cost Effective



www.spitfire.co.uk