



Gilbert Gilkes & Gordon Ltd

Candidate Brief



Background

Gilkes provides innovative, single-source solutions for the Small Hydropower and High Horsepower Diesel Engine markets.

By working closely with our customers, we ensure excellence in product design, total cost of ownership, and operational performance. Our hydropower turbines and engine cooling pumps are engineered to meet the most demanding technical specifications and environments.

With a legacy spanning over 170 years, a Royal Warrant, and a global presence in more than 85 countries, we combine agility and responsiveness with the technical expertise of a world-leading brand.

Headquartered in Kendal, in the heart of the English Lake District, Gilkes is an independently owned company with approximately 175 employees worldwide. Our operations include manufacturing facilities in Kendal and Houston, 3 Service Centres in Scotland and a sales office in Tokyo.

Current Position & Context

Gilkes is rapidly evolving to stay ahead in an ever-changing economic landscape, ensuring our continued relevance in our chosen markets.

Our pumps business continues to expand, particularly in the power generation sector, where the rising demand for standby power for large data centres is driving growth.

Our Purpose

Rooted in a 170-year heritage as a family-owned business, our values-driven approach prioritises ethical business relationships and a commitment to environmental sustainability.

We are dedicated to delivering long-term, responsible success by ensuring our products contribute meaningfully to the transition toward a low-carbon economy.

People & Culture

Our people are at the core of everything we do - they are the driving force behind our success. Their passion, creativity, and dedication enable Gilkes to thrive and grow.

We are committed to investing in our employees and fostering a positive, inclusive company culture.

Our 4 key values are:

- Teamwork
- Integrity
- Excellence
- Commitment

In the UK, the hydro aftermarket presents significant growth opportunities for Gilkes. We are strategically aligning our Service, Modernisation, and Control Systems teams to maximise these prospects.

The small hydropower market is shifting toward energy recovery, and our existing product portfolio positions us well to capitalise on this trend.

Our Business Model & Strategy

<p>What we do...</p> <p>We leverage opportunities through our expertise, dedication & agility</p>	<p>Client Acquisition & Development</p> <p>Our customer-facing teams foster open & transparent communication with clients</p> <p>We build and sustain customer relationships with integrity and ethical practices</p>	<p>Project Delivery</p> <p>Our goal is to achieve 100% on-time, in-full project delivery</p> <p>A structured process ensures optimal resource allocation and efficiency</p>	<p>Product Life Cycle Management</p> <p>We actively manage & support products throughout their lifecycle, from initial production through to spares, service & refurbishment</p>
<p>How we do it...</p> <p>We continuously enhance our products and services to drive our customers' success</p>	<p>Customer Service</p> <p>We go above and beyond for our customers whenever needed, without hesitation</p> <p>We stand behind our products and honour our commitments</p>	<p>Focus on Productivity</p> <p>Business excellence is at the core of our organisation</p> <p>We continuously evaluate our end-to-end processes to eliminate inefficiencies and maximise value</p>	<p>Expanded Offerings</p> <p>Expanding our product range to better serve our customers' needs</p> <p>Delivering solutions with distinct value propositions</p>
<p>Our competitive advantage...</p> <p>We are dedicated to fostering a high-performance workplace where our employees can thrive</p>	<p>Our People</p> <p>We believe our people are the key to our competitive edge</p> <p>We are committed to fostering a culture of empowerment and success</p>	<p>Our Processes</p> <p>High productivity gives us a competitive edge</p> <p>Our processes are strategically designed & managed to maximise stakeholder value</p>	<p>Our Agility</p> <p>We utilise mechanisms to detect changes in the external environment and convert them into potential opportunities</p>

Some of Our Customers

Hydro



Pumps



The Appointment

Role Title	Sales Administrator
Company	Gilbert Gilkes & Gordon Ltd
Website	www.gilkes.com
Based	Kendal, Cumbria
Remuneration	£24,398 to £26,737 (depending on experience)
Other Benefits	Flexible Working, Generous Pension Scheme (Employer 10% contribution & employee 4%), Enhanced Family Leave, Cycle to Work Scheme, Life Insurance (3x annual salary), Access to OH / EAP, Company sick pay, 25 days holiday plus bank holidays...

Overview

Gilkes is looking for an enthusiastic and motivated **Sales Administrator** to join the Sales team full-time at our head office in Kendal, Cumbria.

The Sales Administrator will have a wide remit of responsibilities, providing general administrative support and contributing to the smooth running of the Sales team.

The Role

The Sales Administrator plays a key role in supporting the Sales team to grow the business & promote the Gilkes brand.

The role has the following key elements:

- **Communication** – ability to manage customer expectations effectively
- **Quotations** – ensuring quotations are accurate & followed up
- **Relationships** – maintaining & building relationships with clients & customers

Responsibilities

- Communication with current & prospective customers and follow up sales enquiries by telephone, email and online
- Assist sales team in preparing quotations, tenders and contracts
- Maintaining Sales databases and logs
- Ensure all pre-order documentation is handed over to the projects department in a timely & efficient manner
- Support internal sales processes and supporting systems & documents
- Help with the preparation and collation of large, complex tenders
- Entering sales information into the company ERP system
- Assist sales team in preparation for internal review meetings.
- Issue equipment maintenance & inspection reports and action report findings
- Process sales orders, contracts and invoices
- Raise despatch paperwork and manage logistics documentation.

Experience/personal skills

- GCSE Grades 5 – 9 (A-C) including Maths and English (or equivalent)
- Experience with ERP and data entry systems
- Advanced levels of numeracy & literacy
- Competent in MS Office packages (incl. word, excel and outlook)
- Confident telephone manner
- Tact and diplomacy in all written and verbal communications
- Energetic & self-motivated
- Strong organisation and planning skills
- Team working skills
- Excellent attention to detail
- Previous experience of working in a sales environment

Person Specification

Gilkes is looking for a courteous & professional team player who can bring energy & positivity to a well-established sales team. With a solid work ethic and a can-do attitude, diligence & reliability will be essential in providing quality sales support

To apply, please forward your CV to recruitment@gilkes.com. We reserve the right to close this vacancy early if we receive sufficient applications for the role.