

ShuttersUp

MADE FOR YOU[®]

Our Vision:

To become the UK's most loved service



Our Mission:

To provide solutions that inspire daily moments of happiness, pride and comfort



About ShuttersUp:

ShuttersUp is an innovative award winning company that is in pursuit of the highest levels of standards and customer service - not just in our industry, but within the whole of the UK.



Our company was created from a garage in Bromley, Kent in 2006 to provide plantation shutters to the domestic and trade markets. We have since endured huge growth, remaining humble and honest whilst we transition into a home improvements company, providing a number of high quality products to complement our shutter range.

Central to achieving our goals is our brand and philosophy: **"Made For You"**. People are at the very heart of our identity and **"we do what is best for the customer, not what is easiest for us"**. Another way to explain our identity is **"We don't make shutters for windows, we make shutters for people"**. Our 5 star rating from over 1,100 customer reviews on Trustpilot demonstrates this!

We are incredibly passionate about creating a desirable company culture for the rest of our industry to follow. We believe that by employing and retaining the very best people whose values and beliefs match ours - we can truly offer the very best service to all of our customers.

If you are obsessed with providing the highest level of service, are passionate about growing and improving both as an individual and as part of a team, and you love working with people to help create, inspire and achieve their dreams then read on. ShutterUp could be your next career move ...

The company is currently in an exciting period of growth, which means we have exciting opportunities to join our team. Careers at ShutterUp are hands-on with plenty of responsibility and the scope to gain more knowledge and grow. Ideal candidates would have experience of delivering customer service of the highest standard, and be able to build a strong rapport with our customers whilst delivering a personal experience.

The most enjoyable part of being a member of the ShutterUp Team is building relationships with customers, trade clients and colleagues. We all continuously strive to improve and therefore, ideas and feedback are not only welcomed but are a critical part of each role.

In return for your commitment to being the best, benefits include:

Employed roles:

- Detailed induction and full training
- 20 days annual leave plus 8 Bank Holidays and an additional day off for your birthday
- Pension
- Uniform
- Potential to earn bonuses on reaching individual targets and objectives



Self Employed roles:

- Commission based salary with a bonus upon hitting targets (dependent on job role)
- OTE of up to £60,000 per annum (dependent on job role)
- Detailed induction and full training
- Uniform
- Van provided for Fitting Technician roles

The Team also have access to Health Assured's Employee Assistance Programme.

... not to mention the opportunity to be part of a friendly, welcoming and hard working team within a company that truly values each and every member!



Who are we?

As co-founders and Directors, we are very involved with all aspects of the business on a day to day basis, whether that's listening to and acting upon feedback, popping in to visit the Team and our customers, or working on further strategies to improve for both our customers and our team.

Our Values have remained the same from the day we started the company and continue to be an integral part of who we are today:

BE HUMBLE

No matter who we speak to, work for and work with - we must always remain humble.
Be gracious and polite, treat everyone with the utmost respect.

COLLABORATION

There is NO I in team - there is no better feeling than helping others and being selfless is the ultimate act of kindness.

PURSUIT OF GROWTH AND LEARNING

Always be open to feedback and advice - push to go further and be the best you can be.

HONESTY

We can't grow and learn without being honest about our mistakes.

EXCELLENCE

Under promise and over deliver - all that anyone can ask is that you do the best you can do.

16 years after starting ShuttersUp, we continue to be a family business in every sense. We believe that a happy, comfortable and respectful working atmosphere, and a team who enjoy coming to work are key elements in achieving the highest levels of engagement and customer service.

Currently 80% of our Sales Team are former customers, and 86% of the ShuttersUp team as a whole have joined us through recommendation

We work collaboratively, listening to and acting upon customer feedback which is why we have an overall Trustpilot rating of 5 stars. We also welcome feedback from the team which has resulted in us improving and streamlining processes, refurbishing our office and showroom to enhance both the customer experience and the working environment, and organising events to get together socially.

We offer opportunities for training and personal growth, and where possible aim to promote from within.

In our most recent Team Engagement Survey 100% of those who took part agreed with the following statements:

- * **I have a good understanding of ShuttersUp's Vision, Mission & Values**
- * **I understand how my work directly contributes to the success of ShuttersUp**
- * **I trust the information I receive from my Manager**
- * **ShuttersUp has high performance standards**
- * **ShuttersUp consistently looks for ways to improve customer service**
- * **ShuttersUp understands and is extremely focused on customers' needs**
- * **I would recommend ShuttersUp's services to a friend, colleague or family member**

A Brief History:

Care and craft have been at the very heart of ShuttersUp since Ross and Ashley installed their first shutters in 2006. They have built the company in their image to give every customer the best of their expertise, and take pride in a job done brilliantly.



2000:

All entrepreneurs will testify that launching a business can be the most exciting and yet most challenging of times. Now imagine how much easier it would be if your business partner was your childhood best friend? How reassuring would it be to have someone by your side that you not only trust wholeheartedly but also admire. Imagine what you could both accomplish and just how many amazing achievements you would celebrate along the way? Well, this is precisely the case for ShuttersUp founders Ross and Ashley.

2002:

After meeting through a mutual family friend and knowing each other for some time, the journey of ShuttersUp really started to take shape during Ross and Ashley's secondary school years. With a shared interest in carpentry, they both started working part time at World of Golf in Croydon, aged just 16 (golf being another shared passion that they still very much enjoy today). The pair were quickly nicknamed the 'Power Duo' – their hunger to succeed, combined with their competitive nature soon saw them regularly smashing sales targets at the golf shop – an early sign of the successes that would follow.

2006:

They went on to qualify in carpentry together but after both attending Croydon College, Ashley and Ross took different routes for a while. Ashley took to a role installing and surveying shutters and Ross worked in more of a mainstream carpentry role, working nights on the Underground hanging doors and more. After some time, Ashley decided to join Ross working nights but found himself reminiscing on just how much job satisfaction he got from surveying and installing shutters. He would consistently tell Ross that the client interaction and satisfaction made the job far more enjoyable. With this in mind, plus the free time that the boys had available during the day due to working nights, they decided to start fitting shutters, and eventually took a leap of faith to start their own company. The salary was far less but the passion and job satisfaction proved to be so much more rewarding.

2007:

Similar to the likes of Amazon and Google it all started in a garage! Ashley's nan's garage in fact! This was their very first office, and Ashley's nan loved being able to support the boys on their venture. It wasn't uncommon for her to be up at 5.00am when Ashley and Ross arrived for work with a cup of tea in hand, a smile and some welcome words of encouragement.

2010:

As time went on, the business outgrew the garage and more space was required. Behold their first ever storage unit on Farwig Lane, Bromley! At this time they also invested in their very first Transit too.

2014:

ShuttersUp continued to go from strength to strength until once again, you guessed it, it was time to move on! Big Yellow Self Storage marked the third home for ShuttersUp in which they rented both office and storage space.

2017:

Finally, ShuttersUp had their very own shop front for their team and customers to be welcomed. This was coupled with a secure industrial storage facility. This all began from working in Ashley's nan's garage to having their very own premises – a move that Ashley and Ross will never forget.

**Both Ross and Ashley are very passionate about their business,
their staff and their customers.**

**Their care and integrity for both the team and their customers is a rare but very
welcome example of what can be achieved with the right
Vision, Mission and Company Values.**

What our team say about us:

“ShuttersUp are very accommodating and great people to work with. They allow you to make your role your own, which I really appreciate.”

“At ShuttersUp everyone is hard working and motivated. This drive combined with the kindness and support of each employee, creates a lovely environment to work in. Each member is a team player and we all strive to do the best we can as a team.”

“Working at ShuttersUp is a warm experience within a tight knit, small team of talented individuals in a growing industry.”

“Everyone is down to earth and friendly. We are given the opportunities to make our roles our own and the bosses are very supportive.”

What our customers say about us:



Join Us!

If you would like to become part of our award winning team, full details of current opportunities can be found on our website. If you feel you have the right skills and values but there aren't any appropriate opportunities at the current time, please do send your CV and a supporting statement to careers@shuttersup.co.uk and we will keep your details on file (for a period of 6 months) and contact you should any suitable vacancies arise.

All successful applicants will be subject to Disclosure & Barring Service (DBS) checks and will need to provide details of two referees, one of whom should be their most recent employer.

