



# At work with ITC

**itc**  Building great spaces together

# Welcome and Introduction to ITC

Here at ITC we're working hard to build a better future. A better future for our clients, our business and our people. We know that key to the achievement of our aims and aspirations are the skills, capabilities, dedication and commitment of our people. That's why developing and supporting our people, providing great opportunities for fulfilling and rewarding careers, is a major focus area within our business strategy.

We pride ourselves on being a great business to work for, as reflected in our achievement of Investors in People Platinum status. Something achieved by just 2% of IIP accredited businesses.

We have exciting and ambitious plans for the future of ITC. Based in South London, we are a leading UK property fit out and interior refurbishment specialist. Our success has been built on a strong commitment to client satisfaction and our plans for future growth means now is a great time to join us.

**INVESTORS IN PEOPLE™**  
We invest in people Platinum

**If you have skills and capabilities that mean you can make a positive contribution to our business, and if you are a professional and committed individual who can work independently as well as being a great team player, we would like to hear from you.**

## Our Vision

Our vision is to be a business driven by talented construction professionals, providing an environment that fosters personal growth and encourages self-pride.

We define ourselves from the competition as the construction company of choice, by being a positive, dynamic and enthusiastic team, that delivers truly great projects.

## Our Mission

Our mission is simple - to build great spaces and to exceed our client's expectations, every, single, time. We achieve this by defining our own standards against which we measure ourselves. By looking at how things can be improved, we collaboratively work towards making our processes, and environment, better than before. **Building a great company together.**



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**Our success has been built on the skills, capabilities and commitment of our people. These are exciting times at ITC and as our business continues to grow we want our people to share in our success.**

**That's why we're committed to making ITC a great place to work, and to providing rewarding and fulfilling careers for good people who share our ambitions and aspirations for a better future.**

”

*Nick*

**Nick Conway**  
Managing Director

# ITC has a plan - we'd like you to be a part of it...

## Who we are?

We are a team of dedicated professionals specialising in interior refurbishment and fit-out projects. Our work spans across commercial, education, healthcare, heritage, leisure, transport, hospitality and public sectors.

Ensuring that we offer an exceptional experience for each client is central to how we work; it's one of the main reasons why so many of our clients come back time and time again.

We've grown into a strong and dynamic business since we first opened our doors back in 1992 and, most importantly for our people, we have exciting and ambitious plans for an even better future.

We know that having the best team is the key to our success. That's why we place a big emphasis on making ITC a great place to work, whilst providing our people with opportunities to develop their skills, and to share in our success.

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## Our History

ITC was established in 1992. Since then, we have grown from strength to strength, with two of our founding members still an integral part of the business.

**Our journey started in a shed, with two builders with the sole aim of fixing an oven! Through determination, professionalism and a healthy sense of humour, we've got to where we are today; a leading contractor delivering projects ranging in value from £250k-£9m.**

**We mainly work across London and the South East, but often find ourselves further afield.**



Claire Henson

### Finance Manager (Joined ITC in 2014)

“ITC have always supported and encouraged my personal and professional development, from when I initially joined while I was studying, through to completing my exams and my progression through the business. I am grateful for all that ITC have done and continue to do for my development.”

## Our Values

**Believe in our people. Believe in our work.  
Believe in being better.**

## Our Leadership Style

We know how important it is to be clear in our purpose, and for our people to understand both what we aim to achieve and how we will achieve it. We believe clear and effective communication is imperative and recognise the importance of our people, understanding how their individual roles will contribute to our collective success.

We adopt a consultative and open approach to leadership. We listen to our people, we value their views and believe their input and involvement is key to helping us to develop better ways of working.

We believe good management means supporting our people and enabling them to achieve their potential.

Whilst we have a culture of working hard we take great pride in having created a friendly, happy and inclusive environment where people want to work.

## Our Projects

Over the years we have worked with many clients on high-profile projects such as the refurbishment of the Imperial War Museum and heading up a revamp of the London Eye. From building and fitting modern facilities to refurbishing listed buildings, no project is ever the same.

We have excellent relationships with architects, surveyors and designers, meaning our approach to each project is always collaborative. Our reputation in the market is one we are all extremely proud of and constantly strive, individually and in teams, to maintain.

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**A bunch of really lovely people, all hard workers and supportive, general attitude of pulling together and ever changing and evolving.**

Investors in People Staff Survey | 2020



Sean Cooper

### **Trainee Estimator (Joined ITC in 2018)**

**“I enjoy the collaborative working style at ITC and for anyone considering joining the team I’d say ‘go for it’ – you’ll find an open, honest, friendly and challenging environment where you’ll be encouraged to be the best you can be, supported by hardworking colleagues.”**

# Our People

Our team has grown to over 60 people at our head offices in South London. We also work with a trusted network of subcontractors who are a crucial part of each on-site team.

Our commitment to 'building great together' is made possible by our dedicated team. Our people are our most valuable asset and we work hard to ensure our team are provided with the best possible working environment, to ensure a positive, productive, happy workforce.

## People-focused approach

We have always made it a priority to give back – which can range from raising money through coffee and cake mornings, Movember and many other sponsored events, as well as providing sponsorship to young sportspeople and providing work experience for local students, all the while continuing to support one key staff-nominated charity each year, such as Guide Dogs for the Blind, Afro-Caribbean Leukaemia Trust, CLAPA, Shooting Star Hospices, and many more over the years, and most recently the Ryan MS Therapy Centre where we not only assisted with building repairs and support to extend their premises, but raised over £14,000 for their vital support centre.

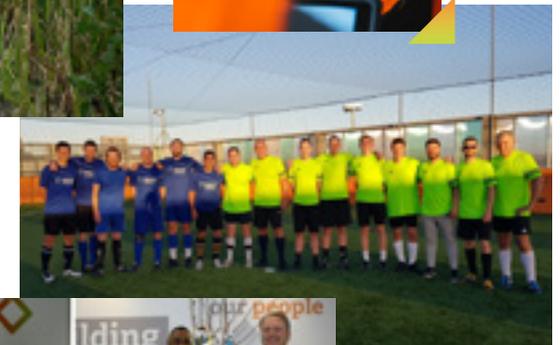
We're also keen advocates of our team's personal causes, which run the gamut of volunteer work, charity events, and training. And it's not just financial support that we offer – we've supported several charity walks in the Surrey Hills for the British Heart Foundation, the Ryan MS Therapy Centre and other ITC annual Charities, we sent a team off to get Muddy for Money at the Paragon Mudathon in aid of Land Aid and Born Too Soon, as well as continuing our work presenting trees to all new ITC people or dedicating a Woodland Trust tree planting in their name, and likewise to our clients for each project that we deliver, to date a total of 312 trees!



Beth Downes

**Pre-Construction Surveyor  
(Joined ITC in 2010)**

**'ITC have always been encouraging throughout my studies, in both time and support; and they have continued this into my day to day working environment. Having started as a trainee, I'm grateful for their help in my career development!'**



# Investors in People Platinum (IIP)

This is the global standard for people management, which we've held since 2009, and we are extremely proud to now hold the highest level of Platinum. For ITC, IIP is more than an accreditation, it underpins our continual journey of growth and improvement, supporting our people, internally and externally and, the wider business and community. Utilising the IIP tools, guidance and benchmarks, as with all elements of ITC, we continually improve how we work, through communication and collaboration with the whole ITC team, alongside our robust systems, challenging ourselves but ensuring all have a voice where ideas and suggestions support all of us to work better and work well to mutual benefit.

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## Senior Surveyor (Joined ITC in 2017)

"During my interview I was shown ITC's internal systems which I had previous experience of, so that felt good. The people seemed friendly and it seemed that you could just talk and approach anyone in the business.

If you are considering joining ITC – they pay well, they pay their subcontractors on time, they are very strict in looking after those in their supply chain as well as clients. The quality of work that is delivered is high, we operate in a variety of sectors, hospitals, schools so there is a great variety of projects."



Kaiser Rashid

## Our IIP assessor said...

“ This focus of continuous improvement sets ITC apart from your competitors and you are able to develop and adapt new alternatives to the way you work and are structured. Everyone actively drives positive outcomes, taking ownership of their work, so a well-deserved Platinum has been achieved and should be real cause for celebration. Well done.

Without doubt people who were interviewed 100% said they would recommend you as a great place to come and work and are real ambassadors for ITC...Managers at all levels maintain trusting relationships with their teams and contractors. They work with integrity and are a role model to others: showing commitment and respect, they have a strong set of ethics and standards and are not self-complacent.

You play to your strengths as a business...and the organisational skills and procedures in place are very good and well thought out. You have built a good name in the industry and the repeat business is high due to the fact you care about the quality of the jobs you do, and there are plenty of testimonials for this. You are working with a lot of like-minded people who are professional, friendly and respectful throughout the business. As your business grows it is really evident how your teams have also become more knowledgeable and grown with you.

Your USP is **the ability to deliver complex projects in a collaborative manner** and you are in for the longer term gain rather than short term profit ”



Dan Staff

### Pre-Construction Surveyor (Joined ITC in 2008)

"I joined ITC as a management trainee and within a year had progressed to Trainee Estimator. I've been fully sponsored by ITC completing my HNC and degree in Quantity Surveying and full MCIQB chartership. I thrive on the level of responsibility and accountability I've been afforded, being at ITC is more than a job for me, I want to make a difference and I'm given the opportunities to do just that. If you enjoy being pushed out of your comfort zone, are ambitious and driven, then ITC is for you!"



**Love the family feeling, you are valued and your opinion matters and counts. As a woman I definitely feel like an equal and the benefits package is really good**

Investors in People Staff Survey | 2020

## Learning

Ensuring our team can grow and develop at ITC is incredibly important to us. That's why we provide opportunities for training and development, ensuring our team have the flexibility and support needed to achieve success.



### Marketing Assistant (Joined ITC in 2018)



Sana Hussain

"I feel as though ITC is a very professional company – it's the best organisation I've worked for. ITC value you, not just for being a member of the team, but also as an individual. Our HR Manager shows empathy and interest in me as a person, and the Directors do the same. All Line Managers want to support me with my development, and this gives me the impression that ITC want me to excel in my role, not just for the company, but also for my own investment."

# Our Community

## Social

We like everyone to enjoy working at ITC. We regularly arrange fun social activities to allow everyone to spend time together away from their computer screens! We've arranged many social and teambuilding events including wine-tasting, bowling, escape rooms and 5 a side football. We also have an active social committee who co-ordinate activities throughout the year. It isn't obligatory to attend, but most people do, and when they come along, they tend to have a pretty good time!

## Environment

We care about the environment and are committed to continually improving our environmental performance. We have a comprehensive environmental management system in place and are proud to record a 98% average for recycling or reuse of all waste, the remainder being used for fuel or similar and not going into landfill.

## The Local Community

Through our Corporate Social Responsibility programme, we aim to make a positive impact, whether this is sponsorship of individuals, inviting a local school to visit a project site, charity donations, company-wide fundraising events, volunteering projects or work experience placements for local students - we like to get involved!



Darren Wisdom

**Lead Technical Support Manager**  
(Joined ITC in 2005)

"I thoroughly enjoy working at ITC. They have encouraged and sponsored me through my HNC & BEng Building Services degree with honours, which led me to become the Lead Technical Support Manager responsible for leading the TSM Team."



**The leaders within the business are very friendly and open. They're always walking about and not behind closed doors so they know you on a personal level.**

Investors in People Staff Survey | 2020



George Bogucki

**Site Manager**  
(Joined ITC in 2014)

"You feel like you count at ITC, they pay you competitively and unlike in big organisations where you can get lost in the big machine, at ITC we all have a part to play, we all believe and want to get the job done to a high quality and we do."



ITC Concepts Ltd  
Oakwood House  
526 Purley Way  
Croydon  
CR0 4RE

**Get in touch**

Tel: 020 8296 1800  
Fax: 020 8296 1841

**builtbyitc**



[www.builtbyitc.com](http://www.builtbyitc.com)

Email: [info@builtbyitc.com](mailto:info@builtbyitc.com)