

Faye Maddocks – Case Study



After graduating from UWE with a 1st class degree in Business Studies, Faye Maddocks began her career with A-Gas in 2009. Attracted to A-Gas' graduate training scheme Faye set out on a steep but rewarding learning curve spending time across all business departments, whilst being closely mentored by one of our senior leadership team.

In 2011 Faye's journey went down under when she was seconded to our site in Melbourne, Australia. During her 6 month programme overseas Faye worked on various projects, learning more about the commercial and marketing elements of our global operations. Upon her return to the UK business, Faye was offered a permanent role as Customer Services Manager where she managed a team of three. This role progressed over time which enabled Faye to develop and grow further, taking on additional areas such as key account management and marketing for the UK business.

As the team and her responsibilities grew, Faye was then promoted into a newly created role of Commercial Manager. Faye has led and been involved in a wide variety of work, from culture change projects, to product development and business growth. Highlights of this role so far have been:

- Exhibiting the A-Gas brand at the Air Conditioning and Refrigeration (ACR) show which included designing the exhibition stand, overseeing the stand build and attending the event to promote our product range.
- Managing one of A-Gas UK's most successful new product launches (Trace-A-Gas) which she oversaw from inception through to the product becoming a successful income generator.
- Winning the RAC Cooling Awards on two different occasions for Best Marketing Initiative and Refrigeration Innovation of the Year. The RAC Cooling Awards is the industry's biggest and most respected Awards event so this was great recognition for Faye personally and the business.

Faye has had the opportunity to learn and develop her skills at every step of her career, from achieving her City and Guilds 2079 qualification through to attending a series of leadership and management training courses. The next step is her Masters in Business Administration which she is keen to pursue.

When asked what the biggest challenge is in her role, Faye says it is the constant flexibility and juggling that's required in such a fast-moving, dynamic work environment. However, in her own words, this is also what makes every day so interesting! As Faye says, "the customer always come first so you have to respond no matter what, everything else can wait".

What 3 words would you use to describe working at A-Gas?

"Rewarding, Fun and Warm. It's a very friendly working environment where the business really care and want to invest in you. We also have a lot of social events which helps to build a strong team culture"

What do you most enjoy about working here?

"The opportunities are endless – I have been given opportunity after opportunity to grow and develop as an individual and as a member of the A-Gas management team. I really do love what I do, so much so, I never hate Mondays".

