

Job Specification

TECHNICAL SUPPORT ASSISTANT

Position type: Permanent, Full-Time
Location: London and Southern Home Counties

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Introduction, about us:

Bauder is a leading international manufacturer of building construction materials. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centered upon our dedication to provide a waterproofing system that fully understands all the individual issues of any project and fully responds to the needs of the client.

Our flat roof systems are designed to provide a high quality, single source solution for every application and client need. Whether green roofing to bitumen membrane, and from hot melt to cold liquid applied, right through to BauderSOLAR PV panels, giving energy for sustainability.

Bauder flat roofs represent an industry leading commitment to deliver technologically advanced roofing products, which meet the diverse needs of the roofing industry in terms of budget, performance and function of the highest quality. The Bauder name synonymous for quality, design and service.

Our people focused culture originates from a strong family ethos and the belief that our success is determined through our people, who are at the very heart of what we do. We place great attention to detail on recruiting the right person, team fit is as important to us as skillset and people join us for a career and not just a job. We have fun whilst we work and reward, recognise and develop the capabilities of our people. The commitment from all our people undoubtedly drives the high levels of business performance and success enjoyed today.

'you work with friends not colleagues' (Area Technical Sales Manager)
'the Company really looks after you as a person' (Technical Administrator)
'there is a strong commitment to employees and sense of trust and fairness' (Manager)

Would you like to be part of an extremely successful, team spirited business, with a motivated people driven culture? A business which focuses upon building your career, supporting and encouraging your development and fostering autonomy, ownership and accountability. We offer a highly competitive remuneration package and lifecycle of benefits, designed to protect you and your family. Our accolades validate our employer credentials, we are the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be one of only 78 Platinum accredited organisations in the UK.



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We invest in people Platinum

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Objective:

A technically biased candidate is sought to join our Southern Sales Team providing on-site and administrative support to a busy Regional Technical Sales Team. Reporting into the Regional Manager ideal candidates should have a good understanding of flat roofing or construction/surveying and originate from a Technical function with experience within construction with a technical/construction industry based qualification.

This new role will provide support to the regional technical sales team through provision of Site surveys, inspections, technical sales support and general administration. Candidates should be highly professional and polished and possess a team orientated, pro-active and motivated approach with a hands-on can-do attitude.

Outline of Responsibilities/duties:

Site based activity

- Travel to various sites within territory to undertake:
- Site surveys to identify the existing roof condition and construction
- Site measurements
- Production of roof-plans and detailed drawings
- Site photographs
- Undertaking core samples
- Undertaking Moisture mapping surveys (post training)
- Assist with the managing of certain roofing projects, liaising with the client, Main Contractor and approved Contractors and attending prestart and progress meetings
- Assist with the investigation of post completion issues.

Administrative Support (Attending Head Office)

- Report writing and setting up on Company database (Report Builder)
- Creating Moisture mapping reports
- Project reports
- Production of Specification
- Gather and collate marketing information
- In-house database project query and outstanding task resolution
- Contractor list enquiries
- Project tracking and monitoring
- Utilise Company database to glean information
- Strong organisational abilities and keen attention to detail
- Liaise with Approved Contractor network and assist in their management along ATSM's
- Identification of potential new clients

Communication:

- Extensive liaison with Area Technical Sales Managers and Single ply Sales manager
- Liaison with the Technical Department – Technicians and Administrators to resolve technical queries and progression of detail drawings.
- Liaison with Project live Team
- Approved contractor liaison

Key skills/qualifications/experience:

- Strong technical bias
- Degree educated - Construction/technical bias
- Construction experience
- Computer literacy (intermediate - Word, Excel, PowerPoint)
- Database experience
- Strong literacy and numeracy
- Excellent communication skills in both written and verbal mediums
- Professional, friendly and resourceful approach with outgoing personality and strength of character
- Initiative led, driven and motivated to achieve high standards
- Full clean driving licence

This job specification is non-exhaustive and subject to change as the Company deems necessary

Bauder is an Equal Opportunities employer