

Technical Assistant

Job description



1. Main Purpose of role

To support the Technical Director to deliver Ty-Mawr's consultancy and training service and provide initial advice to customers and staff (with guidance and oversight from the Technical Director).

2. Key Deliverables

- Provide, through discussion and in partnership with the Technical Director, technical advice and feedback to customers about Ty-Mawr's products and solutions
- Develop, support and maintain an accurate and up-to-date relationship and contact log with Ty-Mawr's key customers who require technical guidance
- Collate, refine and continually update technical information and the FAQ page of the website, and ensure staff are kept up to date with any new guidance and/or products

3. Key Responsibilities

Provide administration support to the Technical Director for

- a. Site visits: bookings, administration and delivery of follow-up report (where required)
 - b. Mortar analysis and photography, report writing and feedback to customers
 - c. Course bookings and pre and post course administration
 - d. Organising shows and exhibitions
 - e. Other relevant engagements
- Producing and updating PowerPoint presentations for talks and seminars
 - Organising photographs and maintaining a clear and up-to-date digital filing structure
 - Follow-up CPD talks with the Technical Director and take structured notes on questions asked, follow up information required and key contact details
 - Follow-up the Technical Director's site visits by writing up notes and photographs to assist in the creation of reports with the consultancy team
 - Provide clear feedback and information to staff in order to:
 - Maintain accurate and up-to-date customer information
 - Identify and capitalise on further opportunities
 - Ensure business efficiency
 - Enhance customer service
 - Take course bookings and provide delegates with relevant information
 - Prepare quotes for site visits and send to customers
 - Help organise the administrative elements of exhibitions and events

4. Additional Responsibilities

- Ensure that the Technical Director's diary is kept up to date and he is informed about timings of events
- Collate information packs for CPD events and course delegates
- Produce digital certificates for CPD and course delegates

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- Organise/attend meetings on and offsite, take and circulate notes and agreed actions as required
- Any other activities as required in support of the Technical Director

5. Skills required

This post will suit a graduate with a background in building/materials/engineering with excellent writing, computer and administrative skills.

It will provide a unique opportunity to learn about traditional and sustainable building materials and buildings and may include occasional site visits.

6. Accountability/reporting

This role is accountable to the Technical Director.

7. Key performance indicators

Outcome	Actions	Support required
Consistently high-quality administrative support to the Technical Director.	<p>Successful, timely and well-planned co-ordination of meetings, site visits, and seminars (on location and virtual).</p> <p>Undertaking training with the Technical Director as necessary.</p> <p>Accurate and efficient management of digital files across the internal network.</p> <p>Consistent communication with all Ty-Mawr staff to keep them up-to-date about product selection and technical guidance; both in person and via email/telephone.</p> <p>An up-to-date FAQ section on the Ty-Mawr website.</p>	TBC
Technical queries responded to within 2 working days, or passed up to the Technical Director to be followed up within 1 working day.	<p>Responding directly to customers' technical queries within a specified time frame, liaising with the Technical Director as required.</p> <p>Ensuring all queries are logged on Orderwise and the relevant sales staff are kept up to date with appropriate advice, product information and any specification changes.</p>	TBC

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Outcome	Actions	Support required
Safe site visits	Ensure external site visits are carried out in-line with appropriate safety standards. Ensure visitors to Ty-Mawr are accompanied and dealt with efficiently and politely.	TBC

8. Practicalities

The role is full time, Monday to Friday 0830-1700. It will be based in our Brecon office.

9. Salary

£22,000 per annum.

10. How to apply

Please email a CV detailing your experience (2 sides A4 max, PDF/Word) and a cover letter that explains your interest in the role (1 side A4 max, PDF/Word) to tymawr@lime.org.uk

For an informal discussion about the role, please call 01874 611350 and ask to speak to Paul Crossley.

We look forward to hearing from you.