

Job Vacancy

Realise the next step
of your career

Technical Support Manager

POSITION TYPE: Full time, permanent

LOCATION: London and East Counties



Introduction

Your privacy

Bauder treats personal data collected while managing your job application in accordance with our Data Protection Policy. Information about how your data is used and the basis for processing your data is provided in our Job Applicant Privacy Notice, this is published to our website within the [Careers Section](#) or available upon request from the [HR Department](#).

About us

Bauder is a leading international manufacturer of building construction materials for flat roofs. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centred 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 is 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.

Fit to team and skillset drives our success

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 were the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be reaccredited in 2024 for the third time at platinum level as well as achieving the 'We invest in Wellbeing' Gold award on our first attempt.

Bauder is an Equal Opportunities employer

Bauder Ltd
Human Resources, 70 Landseer Road, Ipswich, Suffolk, IP3 0DH England
T: 01473 257671 E: info@bauder.co.uk W: bauder.co.uk



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We invest in people Platinum

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We invest in wellbeing Gold

Job Specification

November 2024 v1

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 main responsibilities:

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

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- 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/criteria:

- 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.

Robert Woolston, Regional Manager



Bauder are well known as the leading specification writer for flat roofing within the UK. Our continually growing team work closely to deliver the best advice to our clients and the successful candidate would become an integral part of contributing to our future success.

Spending a lot of time on roofs or just talking about roofs - this position will be unique in its flexibility and, in a fast paced industry, we need good team players that we will rely on to deliver excellence on time. So if you are eager to work hard, willing to travel, think on your feet, build relationships – and also have fun with a great group of people - then this role could be for you and I look forward to hearing from you.

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