



## VACANCY BULLETIN

<b>Closing Date;</b>	18 <sup>th</sup> June 2021
<b>Job Title:</b>	Technical Advisor
<b>Location:</b>	Burton

**Job profile;** As part of the Technical Advisory Team based at Burton Upon Trent, you will be responsible for delivering market leading technical support, guidance and advice to meet our customers and internal stakeholder's requirements.

**Key responsibilities;** Working for the Marketing Manager, the key responsibilities are; To provide technical support and advice on the use of the company's products and services in line with Marley and BS standards across multiple channels (calls, emails, live chat); Offer detailed technical support on all our products and accessories; Qualify technical enquiries and action within the specified timeframe; To produce technical specifications and material estimates from construction drawings for the company's products which are compliant with internal and external standards; Maintain the technical software system to ensure information is accurate and up to date; Develop and maintain a strong knowledge on technical standards, legislation and building trends; Play an active part in developing and delivering improvements to Technical systems and instigating improvements; Work closely with internal departments, such as R&D, Marketing and Commercial to develop, improve and ensure technical information and data is accurate in relation to the performance and installation of all Marley products and accessories;

To provide elevated levels of customer experience, ensuring that the services provided are accurate and well presented, both written and verbally; Develop and maintain an elevated level of skill in the operation of Technical & CRM software and applications, including AutoCAD and Building Information Modelling (BIM); Maintain focus on gold standards of safety always, constantly vigilant and pro-active in respect of recognizing and reporting hazards, ensuring high levels of awareness and taking a continuous improvement approach to the working environment and safety behaviours in respect of self, colleagues and any other third parties/visitors; Always seek to add value, applying lean principles, wherever applicable; Any other duties that are within the capability of the job holder that may be required from time to time

**Qualifications, experience, skills and knowledge;** Ideally an experienced advisor, preferably from within the building/construction industry and associated regulations and standards; Have excellent communication skills and listening skills and be accustomed to handling customer queries as well as supporting internal teams; Ideally, you will have a good understanding of Estimating, Fixing and National Building Specifications and be highly focused and self-motivated with the ability to prioritise tasks and to work efficiently and accurately with a clear focus on quality; Can communicate effectively at all levels, both within and outside the company; Possess a professional telephone manner with a consultative approach and tone of voice, as well as a positive can-do attitude that strives to continuously improve; Work as part of wide and varied team within a busy environment

Marley Ltd places the highest priority on employee safety and employees will be expected to always work safely, proactively contributing to the continued improvement in health and safety performance.

To apply for this position please send your CV to [careers@marley.co.uk](mailto:careers@marley.co.uk)

**Recruitment Agencies:** Marley does not accept any speculative approaches to present candidates for advertised vacancies.