

Technical Services Manager, Milton Keynes, £NEG

Fantastic opportunity to work with a world class leader who is seeking a Technical Services Manager, to increase the company's success by providing front line technical support to our partners in UK and Ireland and all stakeholders through leading and managing a team of ntechnical advisors, supporting the business growth strategy and overall sales targets.

You will be commercially aware with excellent interpersonal skills advising on all business products and industry requirements including technical product systems, digital solutions and project applications, via telephone, email, live chat or direct meetings.

You'll provide design support and product application for early stage project proposals. Working closely with architects, partners, product management, training, engineering, sales and specification teams to provide market leading technical advice, acting as 'Subject Matter Experts' and supporting partner training on business systems, industry standards and regulations.

You will possess a relevant degree or proven industry exposure with a practical understanding of Building Physics relating to fenestration and fabrication with practical knowledge of BIM, AutoCAD, Revita, calculations and scheduling packages such as Logikal, SAP etc with lean six sigma and continuous improvement exposure.

Key Tasks and Responsibilities:

- Provide leadership, delegating tasks, setting priorities, deadlines and addressing issues
- Effective allocation for activities and projects, ensuring service, quality and high standards
- Plan, implement and deliver initiatives to continuously improve the standard of service
- Responsible for employee performance, development and wellbeing reviews
- Work closely with the Head of Product to formulate departmental strategy
- Identify and evaluate opportunities and threats working closely with the Head of Product
- Coordinate and respond to standard and bespoke technical enquiries for applications from customers, partners and product delivery teams
- Preparation of preliminary calculations for building physics and design loadings in accordance with the company methods and design principles
- Participate and guide customer meetings in a technical capacity
- Establish key performance indicators for the technical team reporting back to Head of Product on a monthly basis on progress, challenges and next steps
- Establish a high level of credibility and strong working relationships with all internal and external stakeholders
- Ability to travel within the UK and/or other business offices if the need arises with a clean license and up to date passport.

This is an amazing opportunity to work with an innovative, passionate team of specialists who are proud to work for a global leader of beautiful architecture.