

# Job Description

Job Title	Technical Team Administrator
Department	EWI
Location	Bathgate
Reporting to	BIM Coordinator
Line Manager to	N/A
Key Relationships	BIM Coordinator, Head of Commercial, Area Managers, Site Manager, Senior Quantity Surveyor, Quantity Surveyor, Senior Architectural Technician, Architectural Technician.

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## Overview of role:

To support the successful delivery of the Retrofit projects. Providing administrative support and customer/client focus across multiple site contracts.

## Key Responsibilities:

- Have a clear understanding of the day-to-day activities of a Retrofit Project relating to information deliverables and SharePoint use.
- Undertake delegated work as directed by the BIM Coordinator i.e. one-off projects/reporting.
- Supporting the BIM Methodologies of Information Management, ensuring correct use of SharePoint, information storage and delivery to clients and customers.
- Notification of signs offs on client database and provide completion packs.
- Contribution to the prompt application of completion certification and filing of documentation.
- Reviewing and applying for relevant Information Deliverables relating to each project.
- Be part of and support the central point of communication for queries to the Retrofit Projects and liaise with the BIM Coordinator and Project Team (including Sub-Contractors) where appropriate.
- Following up and ensure resolution of customer enquiries in relation to Information deliverables.
- Professional presentation of Information to aid the preparation of weekly/monthly report.
- Aiding the BIM Coordinator with the setup and continued updates of each project SharePoint and the relevant templates.
- Liaising with staff, suppliers, and clients in Relation to SharePoint and Information Deliverables.
- Keep complete and well-organised records
- Producing and Maintaining documents Trackers
- Supporting the BIM Coordinator to create and produce project progress reports for Senior Management and clients.
- Focusing on customer engagement and service and ensuring the successful project information deliverables
- Liaising with field-based teams daily to ensure compliance with SharePoint use, obtain relevant Documentation and assist where required.
- Responding, logging, and tracking of customer correspondence and reaching successful outcomes.

# Job Description

- Answering and directing customer calls

## Qualifications, Skills, Knowledge, and Experience.

- You will have good communication skills with a proven ability to influence others and able to adequately explain or direct colleagues on issues on a one to one basis.
- You will have a proven ability to solve technical and non-technical problems with skills in resolving conflict and managing risk.
- Behaves in a courteous and polite manner in resolving requests from members of the project team and from customers.
- Competent in Microsoft Office suite of programme's
- Competent IT skills
- You will demonstrate a high level of commitment and flexibility and be eager to accept responsibility.
- You will act with integrity and professionalism, gaining the trust of Clients and colleagues.
- You will have the ability to prioritise work to deliver successful outcomes
- Practical experience with Record Keeping
- Practical experience with Team-Working.
- Has a basic understanding of Building Retrofit.

## Additional Requirements:

- Disclosure Check/DBS
- Full UK Driving Licence (D)

## What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access and 6 counselling sessions.
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick pay
- Get rewarded for innovation! Maybe you are the next James Dyson? Our Innovation Station rewards employees and their ideas that help continuous improvement across the business.
- Enhanced Maternity and Paternity Leave as part of our family-friendly benefits.
- A Flexible Benefits Scheme (including buy and sell holidays, bike to work scheme, and Healthshield care plan).
- Access to working group representatives including our ERC, Gender & Equality, and Ethnicity & Diversity for your voice to be heard and help us keep that personal touch.
- The opportunity to join our Sharesave Scheme to become a shareholder in the Sureserve Group and start saving today!
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g., Everwarm Family Fun Day, Summer BBQ, Christmas Night out!