

## Vacancy – Technical Manager – National

We are seeking a CCP/COC qualified individual with a proven track record in Technical Management, a keen eye for detail, positive attitude, excellent technical, written and communication skills and proven experience in Technical team management to join our leading asbestos consultancy business.

Reporting to the Technical Director, this role joins the business to lead the Technical team across our national operations. The role is field based and will involve travel to our Head office in Cardiff, our Midlands office in Nottingham and sites throughout the UK to deliver the requirements of the role.

The role will oversee all areas of Technical Team activity but will have a core focus of:

- Line Management and development of the Technical Team
- Technical oversight of asbestos operations
- Maintenance and expansion of our accreditations and certifications
- Group-wide support of Technical, Quality and Compliance services
- Providing technical advice to the Technical Director and the Board

The role would be suitable for a past or current Technical Manager operating within a UKAS accredited asbestos consultancy. The successful candidate will prove competence and experience in all areas of asbestos consultancy. The role is full time and offered with 25 holidays plus bank holidays, pension, car or car allowance and health plan.

### **A written expression of interest is required outlining the reasons for your interest and including:**

- In respect of the 'Key Responsibilities' section of the **job description below**, any concerns you may have with regard not being able to deliver any of the requirements stated
- In respect of the 'Experience/Knowledge Required', a very brief explanation of how you meet the requirements stated and a brief explanation of which requirements you may not meet
- In respect of the 'Personal Characteristics', a very brief explanation of how you meet the requirements stated and a brief explanation of which requirements you may not meet
- In respect of the 'Level of Qualifications', a very brief explanation of your qualifications
- In respect of the 'Core Competencies', a very brief explanation of how you meet the requirements stated and a brief explanation of which requirements you may not meet
- A very brief explanation of the supporting documents you have issued with your expression of interest
- **Supporting document** - Submit one or more examples of documents written entirely by you which outlines your written and technical abilities. We'll accept any type of document here (a quote, policy, procedure, consultancy document, technical response, lengthy email or any other document you may consider suitable). Please feel free to anonymise the document.
- **Supporting document** - Submit one or more examples of a system developed entirely by you which outlines your ability to produce systems to underpin the running of an accredited asbestos business. We'll accept any type of document here which shows data and functionality around the use of that data (excel sheet, tracker, database, summary report, MI sheet, QC sheet or any other document you may consider suitable). Please feel free to anonymise the document.

Application either via the Santia website or directly by email to – [will.deverill@santia.co.uk](mailto:will.deverill@santia.co.uk) AND COPYING IN (cc) [hadmin@santia.co.uk](mailto:hadmin@santia.co.uk)

### Key Responsibilities

- Lead the primary technical reference role for the asbestos operations of the company and provide technical advice and expertise where required to all areas of the business.
- Lead UKAS visits and correspondence on behalf of the company and maintain accreditation to ISO17020 and ISO17025
- Lead the delivery of extensions to scope of existing and new accreditations/certifications as directed by the Board
- Lead the Line Management of the Technical Team, ensuring no single point of failure is present within key roles and adequate succession planning is in place for each role. Deliver one to one ('PDA') meetings at intervals agreed with the Technical Director to assess the performance and development of each member of the Technical Team
- Lead the continual creation and assessment of measures to improve the competence and output of all members of the Technical Team, to include but not limited to prioritisation, visibility, work ethic, technical content, clarity, layout, grammar, construct, effectiveness, accuracy, timeliness, usability and ability to communicate.
- Lead the delivery of key messages and impart change in a visible manner either in person or utilising 'trickle down' methods of deployment where appropriate and in every event not relying on email as a sole means of delivery
- Lead the reporting to the Technical Director any occurrences that may require reporting to our insurers or legal advisers. Collate the detail of all occurrences in a format that can be used to notify insurers and inform an investigation process
- Lead the coordination and prioritisation of the activities of the Technical Team, ensuring maximum impact for effort employed and smart decisions are made in relation to the cost of delivering Technical Team services (logistical or otherwise)
- Lead the promotion and upholding of the decision base principles of the Technical Team, these being; "Every decision we make has a cost and time implication. Every action must, therefore, satisfy at least one of the following principles; be a mandatory action to maintain accreditation, reduce liability of staff and the organisation, genuinely improve quality, make a process quicker, easier or more efficient, reduce working stress, needless actions or correspondence 'noise', make us more competent and wider trained to do the job or have a significant impact on morale or attitude"
- Lead the advice given to the Technical Director regarding the structure and resource requirements of the Technical Team to meet the current and future needs of the business
- Lead 'Annual Refresher Training', ensuring that through attendance at 'RICE' or team meeting days, along with additional training where required, all staff undergo 'Annual Refresher Training' and this training is documented within training files
- Lead the maintenance of current knowledge across all 'standards', reference texts, guidance documents and information sources (including but not limited to HSE, BOHS, UKAS, ATAC and other Trade Bodies) and ensure the Technical Director is briefed on forthcoming changes and the impact of those changes on systems, accreditations and resources.
- Lead the Technical Team in being alert to business opportunities, lead the technical implementation of new 'asbestos' service offerings and promote the services of the group at every opportunity
- Lead the development and maintenance of an activities sheet for each individual and role within the Technical Team (to include the Technical Manager) outlining all activities undertaken by each individual along with a regularly reviewed assessment of time associated with each activity. This document is to be used as the basis for discussion with the Technical Director the matters of resource allocation and suitability of activities undertaken by the Technical Team.
- Lead the close liaison with the Technical Director, Managing Director and Operations Director on an ongoing basis. Liaise with and support other members of the Board where required
- Lead the fulfilment of any other duties required as part of the overall strategy to achieve the company's objectives
- Attend and Lead regular Technical team meetings to gather and discuss all technical feedback, update systems or process where required and ensure an aligned and consistent rollout of changes across all 'regions' and 'areas' of the business
- Attend company regional 'RICE' / Team meetings where required to deliver training and updates to team members

- Attend Senior Management Team meetings to brief Managers on all matters within the scope of the Technical Team
- Attend regular meetings with the Technical Director to discuss all matters relating to Technical governance and provide to the Technical Director a monthly MI report covering all areas of influence or control
- Attend and identify 'industry events' and training courses where required
- Manage the appropriate and adequate supply of equipment and materials for staff to carry out their duties. Maintain effective Equipment Management resource to meet the needs of the business, highlight opportunities (cost, quality and equipment suitability) and report progress and position to the Technical Director within the monthly MI report
- Manage oversight of feedback, complaints and deviations from documented procedures and lead investigations where required. Ensure all investigations are undertaken on a factual and objective basis, ensure root cause is identified, corrective and preventative measures are implemented, and the effectiveness of those measures are reviewed
- Manage the provision, through objective investigation of facts and evidence, accurately positioned and expertly constructed reports and supporting documentation for use in the legal defence of the company and safeguarding of company interests
- Manage the provision of regular summary data to Operations Managers relating to the technical performance and training of regional staff within their control and support Operations Managers by providing records, evidence and interview support during 'fact finds' for the management of technical competence, authorisation and employment of individuals within their teams
- Manage the maintenance of an effective and current Skills and Authorisation matrix of all staff
- Manage the maintenance of an effective and current Training and Experience matrix of all staff
- Manage a process whereby all staff delivering externally facing services or documentation are subject to assessment, authorisation and review for each area of service delivery they fulfil
- Manage a consistent and unified approach to the delivery of technical services across the business and ensure this approach is documented within the management system. Ensure all staff have a working knowledge of our systems and reference documents and are in possession of the latest versions of required documentation
- Manage and maintain the development of a documented map or tree of the IMS system to include reference to all documents, systems, and databases which comprise and underpin the IMS system. To be maintained in a format which can be used to simply and visually explain the system to the Board and wider business and be used as the basis for identification of areas for development, update and refinement. The documented map or tree should identify which activities or components are mandatory and which are 'over and above' mandatory requirements
- Manage, where deliverable with the resource available and not to the detriment of Technical Team requirements, members of the Technical team contributing toward the fee earning activities of the company
- Manage the facilitation of the members of the Technical Team to be the best they can be and command authority as leading technical reference points in their respective roles. Encourage Technical Team members to 'train out' risk and be visible and effective in promoting consistency and excellence. Encourage and oversee Technical Team members delivering additional functions or activities where deliverable within their abilities and resource availability
- Manage the expansion of existing documented asbestos technical procedures to detail a clear and specific approach or methodology for the delivery of each of our service offerings. The resulting procedures should define a clear and trainable 'Santia way' of delivering each technical discipline
- Manage the continued adherence to and development of the documented management system ensuring the system is compliant with all current 'standards' and reflects the needs of the business. Highlight and lead areas for improvement of the management system with a focus on refining the system in as efficient and concise a manner as possible
- Manage and maintain exemplary standards of document accuracy and provide document production support for the

Group within the Technical Team. Ensure all documents are controlled, in adherence with Brand Standards and are available for use via the company Intranet

- Support the Technical Director in the development and rollout of software systems with a specific emphasis on contributing technical content to the development of IT systems
- Support the business-wide discussion of risk control measures (interim or permanent) required across the business and support the rollout and surveillance of such measures.
- Support the identification of new staff
- Support the development of the IMS (Integrated Management System) to incorporate all Group services, including asbestos, within a single documented IMS manual and supporting Policies and Procedures
- Support oversight of wider certifications, memberships and subscriptions across the Group (including but not limited to SSIP schemes, tender portals, registrations, H&S schemes, trade bodies, supplier systems) and, in discussion with the wider business, support the assessment of the need and suitability of membership on a cost-benefit basis.
- Support the operation of the internal aspect of the Santia Online Learning hub (LMS system). Assist the review and allocation of courses using a logical system of grouped role responsibilities. Ensure course completion is reviewed, reported upon and refreshed at appropriate intervals and ensure certificates are cross-referenced with the Training and Experience matrix. The training position is to be reported to the Technical Director within the monthly MI report

#### Person specification

##### Experience/Knowledge Required

- At least 5 years' experience in an accredited asbestos specific work environment and be able to demonstrate extensive working knowledge of and past authorisation in all technical disciplines detailed on the skills matrix.
- Experience in undertaking the defined role of 'Technical Manager' in a UKAS accredited organisation
- Experience in the production, modification, update and maintenance of Quality and Technical systems
- Experience in auditing (both technical and system audits)
- Experience in leading external assessment visits
- Experience in authoring complex technical documents and reports to an expert standard
- Experience in managing a team of staff
- Preferably experience in working within a larger group; whilst operating in a defined role, having obligations and crossover toward other business units within a wider group structure

##### Personal Characteristics

- Have an innate grasp of risk in all situations. Have the ability to quickly evaluate input, identify the risk associated with it and the ability to draw sound and logical risk-based conclusions based on the facts and evidence available.
- Have the ability to understand what is affected by any set of circumstances (how far reaching something is, what systems are affected, what changes are needed). Have an understanding that any one individual task or circumstance is likely to relate to something else which needs to be considered, worked upon or altered as a result meaning no Technical or Quality related task can be dealt with in isolation
- Have a developed understanding of the principles of cost-benefit appraisal
- Be a problem solver with the ability to work effectively both on own initiative and within a team
- Have a positive attitude, with a clear and open aspiration to be the best. Have the ability to promote this opinion across the business and impart this expectation on staff
- Approach work with the understanding that the best quality of service offering supports repeat business.

<ul style="list-style-type: none"> <li>• Have good time management skills with a strong work ethic and a flexibility and responsiveness to work</li> <li>• Have good communications skills at all levels, both written and oral</li> <li>• Have the ability to prioritise tasks, ensuring measurable output is maintained through times of high workload</li> </ul>	
<b>Level of Qualifications</b>	
<ul style="list-style-type: none"> <li>• Certificate of Competence in Asbestos (S301, W504, P401 to P405 + PLP + Report + Oral) or equivalent qualification</li> </ul>	
<b>Core Competencies</b>	
<b>Technical</b>	<b>Non-technical</b>
<ul style="list-style-type: none"> <li>• Air Monitoring and counting</li> <li>• Clearance</li> <li>• Management and Quality Control systems</li> <li>• Inspection and Sampling</li> <li>• Laboratory analysis</li> <li>• Project Management</li> <li>• Experimental design and investigation</li> <li>• Accreditation and certification</li> <li>• Regulatory, reference and guidance knowledge</li> <li>• Auditing</li> </ul>	<ul style="list-style-type: none"> <li>• Strong grasp of the written form (grammar, construct and spelling)</li> <li>• Strong IT skills (particularly Word and Excel)</li> <li>• Strong presentation skills</li> <li>• Strong summarisation and explanatory skills</li> </ul>