



SYR, Lye By-Bass, Lye,
Stourbridge, West Midlands,
DY9 8HG, United Kingdom

Email: hr@syrcline.com

> POSITION: TECHTEAM ADVISOR



We are seeking a self-motivated and competent person to become an integral part of the TechTeam, supporting the business in the promotion of SYR products. As a TechTeam Advisor you will conduct quality audits in locations across the UK to analyse current cleaning practices, collating data before presenting findings. Using this information, you will work to build a tailored solution for the customer, targeting specific cleaning needs and challenges and working closely with Team Leaders and Facilities Managers to plan training and assessments with the goal of ensuring compliance and improving businesses' cleaning standards, within budgeted costs. You will also be involved with the delivery of this training, identifying and addressing staff needs through day-to-day support and formal workshops.

If you are seeking a varied role with plenty of opportunities for growth, as well as the chance to travel, meet new people and develop your skills and knowledge, this is the job for you!

Key Responsibilities:

- Conducting observation audits across the UK and ensuring that correct working practices are being followed with regards to PPE, cleaning methods, infection control practices and COSHH, in various settings.
- Conducting quality audits across the UK to analyse current cleaning practices.
- Collating data and building a tailored solution which will ensure compliance and improve cleaning standards.
- Conceptualising training materials based on data and research, working with the in-house Creative Department to bring these to life, and testing and reviewing created materials.
- Working closely with Team Leaders and Facilities Managers to plan training, assessments and validate training effectiveness.
- Identifying and addressing training needs for staff and being involved with the delivery of such training by providing day to day support and formal workshops.
- Tracking, monitoring and assessing progress of training delivered.
- Creating and managing action plans to evidence resolution and implementation.
- Identifying of business growth opportunities including product range extension and increasing SYR product systems.

Qualifications:

- Full UK Driving Licence.

Essential skills:

- Strong communication skills (verbal, written, presentation), with the ability to communicate at all levels.
- Excellent customer service skills.
- Impeccable attention to detail – visual and written.
- Computer literate including Microsoft PowerPoint, Word, Excel and Outlook.
- Previous experience working within a team as well as independently and autonomously. Should be able to work using own initiative effectively under pressure and within tight and often conflicting timeframes.
- Previous experience in diary planning and preparing reports.

Previous experience in conducting training and demonstration is desirable, but not essential as all required training will be provided.

Benefits:

- Free Perkbox membership – access to range of discounts including money off supermarket shops and gym memberships.
- Employee Assistance Programme

If you feel you could be the right person for this role or maybe just want to find out more about it, please contact Tom.

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