

- **Job title:** Technical Officer
- **Location:** Edinburgh, option to work hybrid 2 days home/3 days office (requirement to travel around Scotland & Northern Ireland and lodge where required) Will consider remote role for distant applicants
- **Salary:** £ depending on experience
- **Contract Type:** Permanent
- **Hours:** 34.5
- **Working week:** Monday – Thursday 9-5pm, Friday 9-4.30pm
- **Holiday:** 24 Annual Leave + 10 Public Holidays
- **Pension provision:** Employee 3.75% Employer 7.5%
- **Salary exchange**
- **Group Life Cover:** 3x Salary
- **Health and wellbeing support**
- **Bereavement Counselling**
- **Post available:** Now

With over 750 member firms employing more than 3,500 plumbers, SNIPEF is the voice of the Plumbing and Heating industry in Scotland and Northern Ireland. It advocates on behalf of its members to positively influence and have an impact on government policy.

We support our Members and strive to maintain the highest levels of quality, expertise and confidence within the industry. These levels are maintained through robust monitoring and evaluation of our members and provides training, technical and legal support, access to funding and accreditation for our Members.

Job Description

You will be required to provide technical support and engagement to SNIPEF, its members and stakeholders. You will be responsible for the development of technical resource to support SNIPEF Members. You will be responsible for facilitating, developing and deliver technical training to Members and clients. It will be a requirement of the job role that you can build and develop relationships with industry stakeholders to allow SNIPEF to provide a wide range of technical and training resource to the members. You must be able to work alone and as part of a team to meet the business objectives.

key Responsibilities & Duties

- Provide technical support to SNIPEF, its members and other stakeholders.
- Delivery of training course content.
- Delivery of technical course training online and face to face in various locations in Scotland.
- Maintain and promote SNIPEF training courses.
- Create technical material for SNIPEF: PlumbHeat magazine, e-newsletter, website, press release articles and webinars.
- Keep abreast of current technical and skills changes and activities impacting the industry.
- Deliver presentations to SNIPEF members, stakeholders and at external bodies and committees.
- Provide technical support to SNIPEF customer complaints process (Plumbing Industry Licensing Scheme) for and at panel meetings.
- Bring together committees and working groups, with representatives from within and outside SNIPEF membership, in order to formulate technical and skills policies and advice on matters of importance to SNIPEF, its members and associated organisations.
- Represent the technical and skills interests of SNIPEF, its members and the plumbing industry in national forums; lobbying interested parties in order to promote the aims and objectives.
- Assist the Technical Manager with ad hoc projects and duties when required.

Experience, Skills, Attributes Required

- ✓ Industry recognised plumber SVQ level 3 (equivalent or higher)
- ✓ Hold an assessor's qualification
- ✓ A desire to build a career in technical support and training, and is passionate about professional development
- ✓ Hands on experience of creating and delivering training and carrying out presentations
- ✓ Experience of creating written material in the plumbing industry
- ✓ Experience in providing technical support and guidance
- ✓ Extensive knowledge of renewable technology in the plumbing industry
- ✓ Have a good understanding of the technical standards within the plumbing industry and have a strong knowledge of industry processes and procedures
- ✓ Must be able to work with minimum supervision
- ✓ Hold and maintain a clean driving license and have access to a vehicle
- ✓ Able to work and lodge away from home where required for the needs of the post
- ✓ Experienced with Microsoft Office: Word/Excel/Outlook/PowerPoint/Teams
- ✓ Must have ability to plan, organise and prioritize work to meet deadlines
- ✓ Ability to work accurately and effectively under pressure
- ✓ Confident and comfortable engaging with internal and external stakeholders, both verbally and written
- ✓ Excellent planning, scheduling and time management skills to meet targets and budgets
- ✓ Have a positive, proactive and flexible attitude
- ✓ Have excellent interpersonal skills

Desirable Experience

- ✓ Hold the Water Byelaws / Regulations certificate
- ✓ Hands on experience with renewable technology in the plumbing industry