



RECOUP WWHRS - JOIN OUR TEAM

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# TECHNNICAL SUPPORT SPECIALIST

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# SPECIFICATION DEVELOPMENT & TECHNICAL SUPPORT

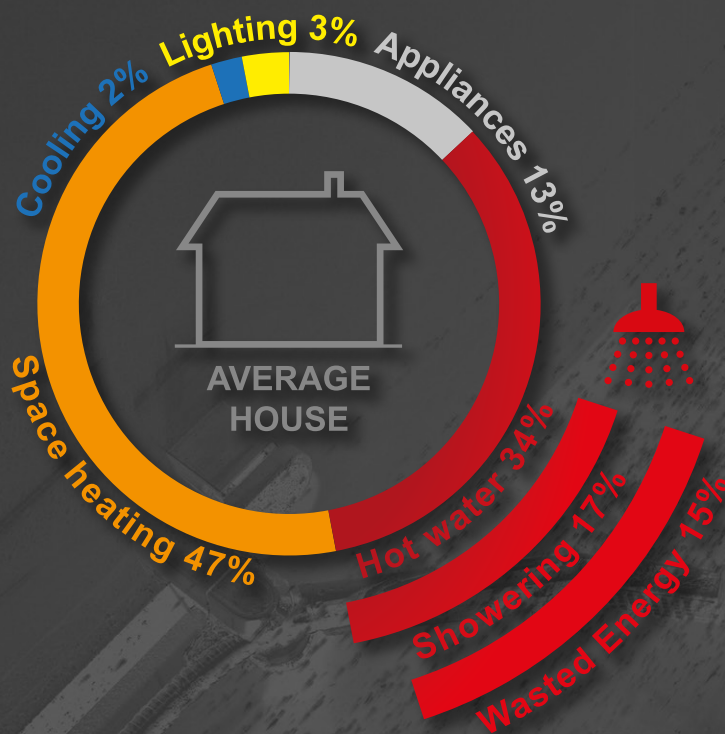
## SUMMARY

Recoup WWHRS are the UK market leader for Waste Water Heat Recovery Systems (WWHRS) for Showers. As an established, innovative and environmentally focused company based in East Anglia we looking to fill a number of roles to build out our Business Development and Specification team, as of a planned, and fully-funded, two-year growth phase which will result in exponential growth of the company.

Recoup are a progressive, environment and employee-centric supplier of innovative energy efficiency technology to the UK new-build sector. As such, we are offering an incredibly attractive salary package; with a company-wide performance-based bonus; a flexible, 4-day working week (based on 34 hours p/w) and a host of other benefits.

If you are a confident, friendly and engaging individual; experienced working in technical or specification roles; and from a construction, manufacturing or building products supply background; and are able to focus on team success, then we may have the role for you.

While a moderate understanding of WWHRS and energy efficiency technologies will be expected from any prospective candidate. More merit will be afforded to a technically-minded candidate with a willingness to learn; alongside already established communication and public presentation & IT skills; acute attention to detail; and a Team success mentality. Relevant or transferable experience and qualifications will be equally weighted against the current character attributes. Sector-specific knowledge of, or established network within the new-build residential sector or National P&H distribution or merchants would be a distinct advantage, however.



“Around 15% of energy used in the average UK home goes **down the drain** as waste shower water. **Recoup WWHRS** captures that energy and reuses it.

# SPECIFICATION DEVELOPMENT & TECHNICAL SUPPORT

## ROLE, JOB PROFILE & TASKS

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- Supporting architects, specifiers and distribution channels with product knowledge, pricing, design advice and regulations, and dealing with inbound technical enquiries
- Technical presentations, including product presentations, toolbox sessions procurement, specification & CPD delivery to promote the use of WWHRS across the new-build sector
- Analysing building types and projects to provide specifiers and stakeholders with detailed advice on Recoup WWHRS and best practices
- Understanding/advising on the fundamentals of WWHRS, certifications, usage, future opportunities & initiatives, and wider environmental & Economic landscape
- Internal feedback sessions to the team, as well as Identifying end-user concerns & challenges for Group/Company/Team appraisal
- Develop industry-leading knowledge and be able to communicate that knowledge effectively
- Support internal and external customer service personnel teams as required (inc. product faults, claims, technical and installation support; marketing and technical writing)
- This is an office-based role, designed to maximise the benefit of our dedicated office space and bespoke presentation facilities (located in Long Stratton, Norfolk), while reducing environmental impact via reduced travel
- Some travel may occasionally be required for training, conferences, meetings and exhibitions

## INTERNAL SYSTEMS KNOWLEDGE

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- Microsoft Office Suite (Word, Excel, Powerpoint)
- Teams or similar video conferencing systems
- LinkedIn & business-related social media \*
- HubSpot or similar CRM system \*
- Dear Inventory \*

*\* Desired, but applicants without knowledge or experience will also be considered*

## PACKAGE

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- £35k pa (linked to company performance, reviewed annually thereafter)
- No KPIs, just a company-wide, company-performance related bonus of +10% annual salary
- Flexible working environment with 4-day working week policy 100% pay | 80% hours | 100% commitment (Paid hours equivalent to 42.5 hours pw. Worked hours 34 hours pw inc breaks across 4 or 5 days)
- 4 weeks holiday, pro-rata (plus UK Bank Holidays)
- Company pension scheme (up to 8% employer contribution available)
- A carbon offset package for employees and their households

# SPECIFICATION DEVELOPMENT & TECHNICAL SUPPORT

## CHARACTER

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- Engaging | Confident | Friendly
- Open/willingness to learn
- Flexible attitude
- The ability to listen, understand & question
- Not individualistic, but able to focus on team success
- Environmental consciousness

## ATTRIBUTES

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- Well-developed communication skills | Technically minded (new sectors/products)
- Strong administration and IT skills
- A natural attention to detail
- Excellent/proven presentation skills
- The ability to balance customer empathy with commercial awareness
- Progress driven | Flexible | Ability to work in a close team | To mentor & be mentored

## QUALIFICATIONS / EXPERIENCE

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- A candidate's relevant qualifications and / relevant experiences will be equally weighted
- Construction / manufacturing / M&E / Energy Efficiency technology: technical and/or specification experience is desired
- New build sector experience, ideally residential and/or non-residential is an advantage
- As is experience within National P&H distribution and merchanting groups, at a technical or specification level

## LINKS & FURTHER INFORMATION

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- What is WWHRS and how does it work? - [Click here](#)
- Online remote technical presentation - [Click here](#)
- Recoup WWHRS product range - [Click here](#)
- Recoup Horizon 2025 Sustainability & Carbon Reduction Charter - [Click here](#)
- You Tube Channel - [Click here](#)
- Recoup learning site - [Click here](#)



PASSIVELY RECOVERING WASTE HEAT ENERGY WITH EVERY SHOWER

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