



RECOUP WWHRS - JOIN OUR TEAM

TECHNICAL SERVICE LEAD

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TECHNICAL SERVICE LEAD

SUMMARY

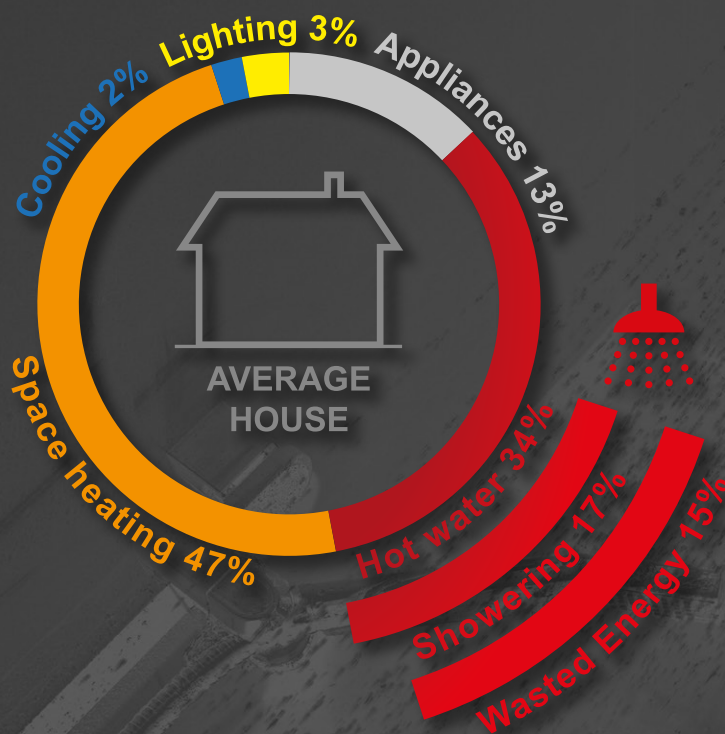
Recoup have an ambitious, funded growth plan in place from 2023-2025 to tie in with the increased uptake of our WWHRS technology across the UK construction sector, catalysed by the new Part-L building regulations

We are recruiting for a Product Technical Service Lead to deliver and evolve this vital part of our business. The current function is provided by the Directors and Senior management team of Recoup, but due to rapid growth, this is no longer sustainable and so needs an organised, calm, diligent individual to make this field their own.

If you are interested in working with a modern, forward thinking, entrepreneurial company, with exponential growth plans, freedom to operate, and sustainability at its core, then please talk to us.

We offer a great package, with competitive salary, 4-day working week for all staff and understanding working practices. We are a friendly, supportive team; and are the UK market leaders for WWHRS on trajectory for exponential growth.

More information on our company, growth plan and recruitment pipeline can be viewed [here](#):



“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.

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ROLE, JOB PROFILE & TASKS

A senior role within our business, reporting into the Technical Director, managing the technical, installation and after-sales support for our product range. Coming from a mechanical and electrical, or plumbing and heating background, with onsite practical experience, you will liaise with all parts of our business, from our specification team to our design colleagues, and most importantly, our customers, from specification through to post-installation.

The role will require and incorporate:

- A dedicated, leading technical service manager, the first in this new department.
- Build relationships with all sectors of our business and supply chain - This role is not just a head-down and process admin role, we are looking for engagement, ideas and interaction.
- Learn, understand and develop our internal systems and processes for this area of our business – Everything is up for review and change, if it moves us forward.
- Using your M&E experience to support the specification team with project designs, case studies and technical documents.
- Conduct toolbox sessions for developer technical teams, sub-contractors, and specifiers – mainly office based, but also onsite.
- Manage all aspects of product installation support, including sub-contractor queries (alongside the specification team), product faults, claims, and remedy.
- Working with the Technical Director, product engineers, production team and wider supply chain for development, improvement, and issue resolution of our products and support packages.

INTERNAL SYSTEMS KNOWLEDGE

- Highly proficient in Microsoft Office Suite (Word, Excel, Planner etc)
- 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

- £50k pa +10% salary increase (yr1)
- 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

TECHNICAL SERVICE LEAD

CHARACTER

- Engaging | Confident | Friendly
- Excited by new opportunities, not being concerned by new projects
- Open/willingness to learn
- Able to understand & interpret client & business requirements, challenges and needs
- Environmentally conscious (ESG)
- Well-developed communication skills
- Excellent presentation skills to explain concepts, ideas and opportunities
- Excellent administration skills
- A natural attention to detail
- Comfortable to learn and understand technical terms and products
- Not individualistic, able to focus on team & company success
- Progress driven, with a desire to evolve both personally and the business

QUALIFICATIONS / EXPERIENCE

- A candidate's relevant qualifications and / relevant experiences will be equally weighted
- Direct sector experience an advantage, such as renewables, residential/commercial development, M&E design, reactive/planned maintenance and facilities management.
- Must have practical experience in plumbing & heating and/or M&E engineering.
- Can demonstrate IT/Administration competence, if no specific role directly incorporating this has been previously held, i.e. onsite contractor/sub-contractor

LINKS & FURTHER INFORMATION

- 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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