

# Current Vacancies



## Aftercare Services Co-Ordinator | [Langley Waterproofing Systems Ltd](#)

We're looking for an Aftercare Services Co-Ordinator to join our Technical department.

**Salary:** Attractive + Company Benefits

**Location:** Daventry

**Contract Basis:** Full-Time, Permanent

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### Our Mission

Our industry-leading people, systems, and services promote trust and peace of mind. We use our expertise to design, install, and construct sustainable solutions with environmental, social, and economic benefits.

### Our Vision

Innovation for better living.

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### Job Purpose

Our technical department provides in-house and on-site technical support across the business to support the correct specification, monitoring and delivery of LWS guarantees. The team is responsible for ensuring that the service levels of our guarantees are upheld and for helping internal colleagues, external clients, and customers with technical-related queries.

Our aftercare operations team audits contractors and installers supplying LWS systems into the marketplace. They also support building owners during the service life of the LWS guarantee.

The aftercare operations team are responsible for setting and monitoring the standards of our contractor and installer supply chain, managing the risk associated with LWS specifications and installations, and providing proactive assistance on leak determination and mitigation.

As our aftercare services coordinator, you will coordinate with LWS clients who report issues, book appointments for the team, and process associated letters. You will also create, and issue guarantees using the company CRM and assist our Head of Aftercare services with administration tasks relating to approving contractors and installers.

### Key Accountabilities

- Provide excellent customer-focused service support to customers with a Langley guarantee.
- Coordinate appointments for colleagues to attend aftercare services cases under guarantee.
- Write aftercare services letters for issue to clients.

- Coordinate appointments for annual inspections with our clients.
  - Coordinate with Langley-approved contractors, where their attendance is required to support projects under guarantee.
  - Creating and issuing guarantees using the CRM system.
  - Processing mid-term adjustments to guarantees using the CRM system.
  - Process information and communications with approved contractors.
  - Process information and communications with approved installers, including the creation of approved installer cards.
- The above list is not exclusive or exhaustive; postholders are expected to be flexible in line with the needs of the post, department, and the Company.

As a Langley employee, you will be expected to:

- Embrace, champion, and lead the industry by torch-bearing our company values: **SPIRE**.
  - Safety
  - Purpose
  - Innovation
  - Responsibility
  - Expertise
- Ensure that you fully understand the company and department business plan and how these impact your day-to-day responsibilities.
- Always maintain a smart and professional appearance and ensure that you wear suitable personal protective equipment during on-site activities provided by the business.
- Liaise with your line manager to ensure you understand your objectives and goals.
- Liaise and communicate with internal colleagues positively and proactively.
- Minimise complaints and, when they do arise, ensure they are dealt with as efficiently and effectively as possible.
- Ensure that internal and external communication is always professional, polite, informative, and helpful.
- When dealing with difficult situations, seek guidance from your Line Manager. Never lose control or make it personal.
- Conduct yourself appropriately when representing the company in a professional or sociable environment.
- Ensure there is no “overlap” during holidays to ensure Aftercare Services remains operational.
- Keep your company vehicle clean, presentable, and always maintained.

## Technical Competencies

### Qualifications:

- Education to GCSE level A-C or equivalent (essential).
- Administration or business-related qualification (desirable).

### Pre-Requisite Experience:

- Working in a customer-service-related role.
- Working in an administrative role or environment.
- Writing reports.
- Conflict resolution.
- Working semi-autonomously, including self-organisation, motivation, and maintaining strong colleague relationships.
- Working to deadlines.
- Working with KPI targets.

### Skills and Abilities:

- Calm, clear and customer-focused communication skills.
- Able to absorb, interpret, understand, and communicate information in a customer-focused manner.
- Able to plan and organise your time effectively, prioritising key activities and tasks.

- Able to act upon your own initiative within your expertise, and in line with the business operational values.
- Able to think proactively, in relation to future proofing LWS guarantee performance and in how Aftercare Services can improve.
- Able to build relationships; communicate and negotiate effectively, work under pressure, multitask and maintain a high level of attention to detail.
- Able to participate in team meetings and understand the importance of your contribution and feedback upward and multidirectional.
- Able to share functional skills, knowledge and expertise.

Additional Requirements:

- Able to use a PC including Microsoft Office applications and other relevant software as used by the organisation.

Salary and benefits

- An exciting opportunity to work for a well-established company that offers excellent career progression opportunities.

An excellent benefits package, including:

- 21 days of holiday plus statutory bank holidays & additional days over the Christmas shutdown.
- Pension
- Life Assurance
- Incapacity benefit
- Private Medical Insurance
- Employee Assistance Programme
- EV Salary Sacrifice Car Scheme
- Cycle-to-work Scheme
- Free Eye Tests
- Free Parking

**HOW TO APPLY**

- Please email [recruitment@langley.co.uk](mailto:recruitment@langley.co.uk) with a copy of your updated CV and a cover letter.
- If you have not received communication from us within four weeks of the closing date, please assume that you have not been shortlisted for this vacancy.
- We encourage applications from people from diverse backgrounds and groups, as well as people with disabilities.

**Closing Date: 31st October 2023**