



Design Technician | [Langley Waterproofing Systems Ltd](#)

We're looking for a Design Technician to join our Technical department.

Salary: Attractive + Company Benefits

Location: Daventry

Contract Basis: Full-Time, Permanent

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.

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.

The design operations team is responsible for delivering roof prescriptions. As part of this technical specification delivery, Design Services produces accurate and detailed section drawings using AutoCAD and Sketchup Pro. As a Design Technician, you will be heavily involved in creating standard drawings and bespoke detail sections, for flat roof applications, these drawings will support the production of technical specifications.

You will also be involved in supporting your line manager in producing drawings on live projects and making sure drawings are delivered in a professional and timely manner.

Responsibilities also include delivering high-level design support and guidance to internal stakeholders and working closely with colleagues from both the sales team and the technical team. You will also share design knowledge and anticipate the technical requirements of colleagues, helping them to strengthen their roofing knowledge and support company objectives.

Key Accountabilities:

- Provide excellent customer-focused service.
- To ensure that you fully understand the company and departmental business plan and how these impact on your role.
- To create high-quality detailed technical drawings based on designs supplied by Area Managers, architects and designers and make modifications to existing drawings where required.
- To help your line manager produce detailed CAD drawings following the drawing standards set by the design department.
- To produce accurate detailed CAD drawings of roof sections for use in Langley's technical specifications.
- To assist in producing new standard drawing packages or make modifications to an existing standard package using AutoCAD and Sketchup Pro.
- To make sure standard drawings are up-to-date and uploaded correctly on SharePoint and the CRM.
- To make sure that design services' shared email inbox is monitored regularly, and all the requests are dealt with in a professional and timely manner. Drawings are to be prioritised in accordance with the instructions coming from your line manager.
- To be able to work as a team member and as an individual using your initiative.
- To liaise with Langley staff/contractors/clients regarding technical information or issues of Langley products, resolving queries in a highly professional and timely manner in accordance with KPIs.
- The above list is not exclusive or exhaustive; post holders are expected to be professional, co-operative, and flexible in line with the needs of the post, department, and the needs of 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 Design Services remains operational.

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.

Technical Competencies

Qualifications:

- A Construction or Roofing related qualification (essential).
- Degree, relevant professional qualification, or equivalent (desirable).
- A CAD-related qualification (essential).

Pre-Requisite Experience:

- Experience working as a team member and as an individual using your initiative.
- Relevant experience in a technical-related environment or similar where service delivery is paramount.
- Experience of working in the flat roofing industry with a knowledge of primary waterproofing systems.
- Experience working to deadlines in a technical office environment.
- Full working knowledge of using AutoCAD.
- Working Knowledge of Sketchup Pro.
- Working with KPI targets.

Skills and Abilities:

- Calm, clear, and customer-focused communication skills.
- Ability to absorb, interpret, and understand technical information.
- Ability to plan and organise your time effectively, prioritising key activities and tasks.
- Ability to think and act creatively and innovatively to meet the needs of the business.
- Ability to develop systems and processes to manage and deliver required objectives.
- Ability to learn and develop using own initiative.
- Ability to build highly effective working relationships, both internally and externally.
- Excellent oral and written communication skills.
- 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, e.g. AutoCAD and Sketchup Pro.
- Commitment to achieving high-quality outcomes.
- This role does not require the post holder to be an Essential Car User, hold a full UK driving licence, or have access to a vehicle.
- This role does not require the post holder to work occasional evenings and weekends or conduct work travel abroad.

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 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: 1st December 2023