

Job description

GGF Technical	
Job title	Technical Officer
Department	<i>GGF Technical</i>
Reports to (job title)	Director of Technical
Direct reports (job title)	No direct reports

Summary of the role

To provide expert technical support to GGF members and the general public as well as carrying out site inspections and consultancy work. To provide secretarial support to and organise Technical Group meetings. Review and update technical datasheets and other GGF publications as required. To represent the interests of GGF members in external forums such as Standards development.

Responsibilities:

- Draft GGF datasheets, review/revise GGF datasheets
- Produce reports on activities undertaken and articles on technical matters for publication
- Report on technical matters and provide technical support at regional and specialist group meetings
- Provide secretarial support and facilitate meetings of Technical Groups including drafting agendas and taking minutes
- Represent GGF as a technical expert at various external forums including local and central Government departments, standards committees etc. as necessary
- Visit GGF members to develop a close working relationship and to provide individual member support to ensure compliance with Standards, Codes of Practice etc
- Provide on-site inspections of installed fenestration products, write professional reports on findings and advice, where necessary, on required actions
- Undertake consultancy duties and report findings and recommendations; including testing and calibration as required
- Support the GGF Technical Helpline (telephone and e-mail), answering technical enquiries from both members, industry and the general public, promoting the services of the GGF and their members wherever appropriate
- Work as part of a team in liaison with staff at all levels throughout GGF and subsidiaries

Summary of the role

- To undertake such training as may be required to improve own performance or prepare for change.
- Comply with all Company policies and procedures

You may be asked from time to time be asked to undertake other tasks that are considered to be relevant to your position as instructed by the Director of Technical.

Skills

- Well-developed written and verbal communication skills.
- Excellent client focus.
- Highly accurate with good attention to detail.
- Good time management with ability to prioritise.
- Well-developed ability to analyse and interpret complex technical data

Experience & Knowledge

- Previous experience in Window Door and Framing industry
- Previous experience in the manufacturing or testing of Window and Door systems.
- Previous experience in investigating problems with window and door and curtain walling systems in use and presenting finding and recommendations in appropriate format
- Previous experience in providing expert technical advice and guidance to clients, consumers, stakeholders and external agencies such as local and central government departments desirable
- Previous experience in presenting technical information to a varied audience desirable
- Extensive working knowledge of both the commercial and domestic framing industry.
- Expert knowledge of relevant technical standards.
- A working knowledge of Word, Excel, PowerPoint and E-mail.
- Educated to degree level (or equivalent) desirable

Name:		Line manager Name:	
Signed:		Signed:	
Date:		Date:	