



Site Liaison

Staircraft Group is Europe's largest supplier of staircase for new build developments. Over the last 6 years, it has also established itself as one of the largest manufacturers and suppliers of I-joists and door sets to the same market. After rapid growth and twice being listed in the Virgin fastest-growing business' (2017 & 1018), 1 of only 25 companies ever to achieve that feat. Staircraft sit at the forefront of innovation through design and have successfully launched several innovations to housebuilders across multiple products in recent years

Job Overview: Reporting to the Site Liaison Manager and working alongside the Area Sales Managers and Internal customer delivery teams, to carry out on site visits and customer care reports to our housebuilder and main contractor customers. Specifically relating to the suite of Staircraft products including staircases, i-joists, decking and door kits, ensuring exceptional levels of customer service and communication. The position is travelling around North England - Manchester – Leeds and Scotland.

Key roles and responsibilities

- Complete on-site Pre-Start meetings
- Complete toolbox talks to site teams relating to Staircraft Integrated Solution products and Apps
- Complete on-site app to gather all relevant information needed
- Deal with site complaints and report back to the business
- Provide site with technical and installation information when required
- Complete site measures if needed
- Provide feedback and improvements to products and processes to assist the development and perception of the company
- Liaise with site managers and assistant site managers
- Liaise with site contractors, carpenters, painters and labourers
- Promote Staircraft products & innovations at site levels
- Play an active part in site/product trials
- KPI's number of visits, site satisfaction scores

Other tasks (not limited)

- Report Non-conformances from site and identify improvements
- Agreement to work outside agreed area on occasion, if needed

Key requirements

- Develop, build and strengthen on site relationships, maximising satisfaction
- Help develop the use of Staircraft apps to all onsite contractors
- Excellent communication skills & ability to handle difficult situations
- Have a controlled temperament and approachable personality
- Knowledge of site practises an advantage
- Have the ability to problem solve and work on own initiative
- Carpentry skills and/or practical site or joinery experience
- Driving licence
- Willingness to go the 'extra mile' when needed
- Computer Acumen

Provided with the role

- Company car/van
- Mobile Phone
- Personal Protection Equipment
- Tablet/Laptop
- Roofing Square

Benefits:

- Company car
- Company pension
- Free or subsidised travel
- Private medical insurance

Hours: Full Permanent, Monday to Friday

Pay: Competitive salary including pension and medical benefits

Apply: Email your cv to: hr@staircraftgroup.com