

## Install Sales Surveyor

The Install Sales Surveyor is a key role for our business and the Sales Division. The Install Surveyor is responsible for ensuring work is surveyed and quoted for, and upon quote conversion assign won works to the Install Division in support of a robust TOP. The ISS must ensure their surveys provide the customer with safe, compliant and problem free install advice in relation to the installation of Life Protection systems, which cover Security and Fire Systems. The ISS must ensure they perform to KPI levels which support activity, customer experience, financial metrics and internal measures. The ISS must work with when required a motivated, multi skilled team which provides a first class install to customers and works to achieve Company Goals for revenue and installation targets. All aspects of administration to support smooth operations must be demonstrated and all behaviours in support of our values must be evident throughout your employment.

### Person Specification

- Confident and self-aware with the ability to communicate professionally
- Able to influence positively to gain effective outcomes
- Able to maintain performance in stressful and challenging circumstances
- Able to build and maintain long-term professional relationships both internally and externally
- Able to identify solutions to suit internal and external customers
- Produce high quality work ensuring recording and use of systems is accurate and respond to BI
- Effective organisation to ensure priorities, goals and deadlines are achieved.

### Company Competencies

<b>Communication</b>	Someone with confidence, self-awareness, and the ability to make a positive impression on others. Someone who demonstrates professional credibility by communicating verbally and in writing to be clearly understood and make an impact. Someone who is energetic, committed and determined to deliver results. Someone who is dependable, reliable, and accountable for their own behavior and has a willingness to learn, expand their own skill set and pursue their career with the Company.
<b>Relationships</b>	Maintain personal performance and confidence in difficult, stressful, ambiguous, and challenging circumstances. Recognise and act on signals of stress and responds appropriately when working under conditions of continuous pressure. Deals with situations in infancy to avoid future complications Recognising individuality and encouraging empathy, mindfulness, and respect.
<b>Teamwork</b>	The ability to build and sustain long-term professional relationships-based trust, respect and understanding. Someone who works co-operatively and with flexibility with others as part of a team (as opposed to working competitively or separately). It includes respect for other individuals by listening to and recognising the validity of others opinions, feelings and motivations.
<b>Performance</b>	Ensure all Company systems are supported and entry is accurate Support all colleagues with accurate and timely responses Produce high quality written work ensuring all recording activity and administration is accurate and effective organization is employed to ensure priorities, goals and deadlines are met
<b>Commitment</b>	Ensures all team members support Health and Safety requirements of the HSE and the Company and work within their guidelines. Someone who ensures all anomalies and issues

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.

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	<p>are addressed promptly, professionally to ensure employees and environment are not exposed to unnecessary risk.</p> <p>The ability and willingness to produce high quality work by seeking out and providing relevant information, attention to detail, insisting on clarity of information and maintaining the system correctly.</p>
<b>Leadership</b>	<p>Someone who takes responsibility for the development of self and team, and ensures a high level of motivation is evident in their team. Ensures the level of skill and knowledge within their team is developed, and their team are coached, appraised and supervised to ensure their work is completed to Cost, Quality, and Performance standards to achieve a high degree of Customer Service. Give guidance and support to team members to ensure KPI's are achieved.</p>

## Role Responsibilities

### Leadership

- Communicate consistently with install team at defined points, daily calls, weekly team briefing, in particular the IC and IM who will assist the ISS in delivering the surveyed works
- To communicate, develop and foster a positive and progressive culture with the business, encouraging teamwork and increasing autonomy over time.
- Aiding with the maintenance of all documentation required for the annual ISO 9001 & 14001 audits and NSI and BAFE audits.

### Performance

- To manage activity to the relevant KPI's in relation to SLA's, productivity and Turnover.
- Quoting for new and extra works to LP Systems for new and existing customers. This will involve designing / pricing new LP systems in line with current standards and legislation.
- Providing detailed quotes and specifications in a timely manner. You must ensure that your system knowledge is at expert level.
- Meet, quality, revenue and profit objectives. Create plans to develop all aspects of your key accounts in your region, identifying relevant growth strategies, which will support the achievement of Company Objectives.
- Complete thorough forecast for won works ensuring job times, resources and skill level are clearly stipulated along with stock, RAMS and diagrams/CAD/Pictorial evidence to ensure the install team have full sight of project requirements.
- Complete Quarterly performance reviews with your line manager
- Complete all surveys allocated to you and compile all quotes for customers to support your survey visits through the company system.
- Ensure you maintain compliant use of systems, allowing for internal customers to review and utilise the information added to enable smooth completion of their roles and tasks.

### Commitment

- Deliver a high level of Customer Service to, internal and external customers developing and enhancing Company relationships with customers to encourage strong partnerships.
- To ensure that you are operating safely, productively and efficiently at all times and ensure compliance to H&S legislation,
- Ensuring you provide excellent service standards, and any resale or retention opportunities are actioned.

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- Act decisively to cover customer complaints, ensuring all interested parties within the company are kept informed of progress
- Ensure any tender or quote is viable and subject to commercial and technical assessment. Work with any team member to ensure any quote for survey works is handled correctly.
- Ensure TOP is compliant

### Teamwork

- Work in collaboration with site Projects Lead only when required to ensure the project scope is adhered to and deliverables are evident.
- Conduct in – depth reviews and analysis of projects (where supported) to ensure that timescales and work quality are all in – line with company expectations
- Oversee projects (only when required) to ensure they are being undertaken to outlined specifications and timescales, highlighting variations as appropriate

### How am I assessed?

Volume of Quotes per month

Value and AOV of Quotes per month

Orders won per month

Pipeline Management

Forecast Management

Attend to complaints and attend sites to resolve issues

Compliant use of company systems

Meeting involvement and contributions

Excellent H&S process, RAMS creation and development, site and work practices assessments.

Ensure projects are forecast on time, within budget to agreed standards and ensure the project budget and costs are managed effectively

Ensure risks are identified and mitigation measures are put in place

Ensure Health & Safety and Zero Harm is our priority on all our activities

Attendance and input at design team meetings

Responsible for a smooth handover.