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Job Description

Senior Installer

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Reports to: Production Team Leader and Production Manager

The Senior Installer is the lead operative for the external installation crew, essentially responsible for performing all aspects of installation and maintenance of a diverse portfolio of signage solution; which includes but is not limited to illuminated/Non – illuminated signage such as lightboxes, sign trays, panel signs, flex faces; free standing signage, sign vinyl installations such as window manifestations, large format prints, window frosting and vehicle livery; In accordance to written and/or verbal instructions, established by company procedures, safety whilst performing quality control.

Whilst also supporting operational fabrication and production process, forecasting installation scheduling and technical consultation in conjunction with the Senior Designer, Production Manager and General Manager.

You will be able to demonstrate an enthusiastic, team-oriented work ethic with the flexibility and willingness to take on any task. You should display a forward-thinking, positive outlook and offer strategic productive solutions. You need to have exceptional multi-tasking skills, high attention to detail, and ability to take ownership of projects from start to finish.

KEY RESPONSIBILITIES:

- Working off-site the majority of the time throughout the United Kingdom which may require stay-aways.
- Be able to work overtime if required.
- Coordinating with the Production Manager for hiring of equipment and or transportation (which includes but is not limited to cherry pickers, boom lifts, and digging equipment).
- Loading of vehicle including signage, tools, scaffold, access equipment.
- Working in adverse weather conditions.
- Ability to read floor plans and construction documentation.
- It will be the responsibility of the Senior Installer to keep the external client, internal client and any third parties up to date with these issues at all times and to appropriately escalate issues to the development team as required.
- The Senior Installer will be expected to take control of an order from point of hand over from the Production Manger to the final external client sign off of acceptance of installation. This will include making sure they have the correct equipment for the install.

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- Deal with an issues / problems that arise from the installation and manage external client appropriately.
- Complete detailed and accurate site surveys for quoting/fabrication and installation.
- Operate a wide variety of hand held equipment and machinery in the installation of signage.
- You will be required to work at heights using ladders, scaffolding towers and cherry pickers.
- The installation of vinyl graphics.
- Ensure the team understand and adhere to the company and legislative standards, policies and procedures.
- Work closely with all internal departments including, but not limited to Design and, Production Teams in preparation and execution of confirmed proposals.
- Contribute creative ideas and suggestions in a team setting.
- Liaise on behalf of **The Sussex Sign Company** with various trade professionals.
- Provide and facilitate a Installation Consultation Service on behalf of The Sussex Sign Company with new and potential external clients.
- Assist in finding efficiencies for the department.
- Demonstrate the ability to handle many issues, items and functions at one time and deal rapidly with multiple items in prioritized sequence.
- Demonstrate the ability to set and prioritise goals and achieve them as scheduled.
- Demonstrate flexibility to adjust to rapidly changing requirements and schedules.
- Demonstrate an analytical approach to problem solving.
- Demonstrate the ability to act on own initiative.
- Demonstrates a desire to learn, willingness to do both menial tasks and take on more complex challenges
- Demonstrate the ability and willingness to work with the design team to achieve their best.
- Demonstrate the ability and willingness to take direction from management.
- Demonstrate the ability and willingness to seek suggestions from peers and associates.
- Demonstrate the ability and willingness to show leadership by consistent example.
- Demonstrate the ability and willingness to build and maintain positive relationships. Possess the ability to work with management to achieve Company goals including customer satisfaction and company profitability.
- Demonstrate willingness to accept direction from management to improve quality and performance.
- Demonstrate willingness to work together with peers and other departments to improve quality and performance.

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KEY SUCCESS CRITERIA:

Working within the Senior Management Team for the achievement of client satisfaction, revenue generation, and long-term Design Departmental goals in line with company vision and values.

- Be able to communicate successfully in both written and verbal format.
- Be cordial and amenable.
- Be confident, be tactful and have a persuasive manner.
- Good organisational and time management skills with the flexibility to prioritise as necessary.
- Demonstrates the ability to carry on a business conversation with business representatives and decision makers.
- Ability to work under pressure.
- Good 'people skills', for working with a range of team members and clients.
- A professional manner.
- Disseminating messages to team members efficiently and promptly.
- Ability to take initiative.
- Knowledge of technical solutions and troubleshooting techniques.
- An understanding of the latest trends and their role within a commercial environment.

QUALIFICATIONS & SKILLS:

- Have knowledge and experience of working within the sign industry.
- UK Driving Licence.
- Construction Skill Certification Scheme – Skilled Worker (Illuminated/non illuminated Signage)
- Valid PASMA accreditation.
- Valid IPAF accreditation.
- Valid Police/local authority vetting completion.
- The assessment and completion of RAMS certification.
- NVQ Level Two Sign Making.
- Methodical, well organised approach to work
- Must be able to work independently and or part of a professional team.
- Flexible, enthusiastic and “Can Do” attitude.
- Multitasking ability.
- Objection handling.
- Listening skills.
- Desire to continue education through trade shows, seminars, special courses, etc.
- Demonstrates the ability to perform well and remain organised under pressure and tight deadlines.
- Confidence, to present and explain ideas to clients and colleagues.
- The ability to grasp client needs and consider practical solutions.
- Good hand-eye coordination.
- Must be able to lift at least 50lbs.
- Working knowledge of electrics.
- Familiar with LED installation.

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EXPERIENCE:

- Have knowledge and experience of working within the sign industry.
- Must have experience of leading a crew.
- Proven experience in a similar working environment and team setting.
- Must have 2+ years of experience in installing all types' signs indoor and outdoor.

PREFERABLE SKILLS:

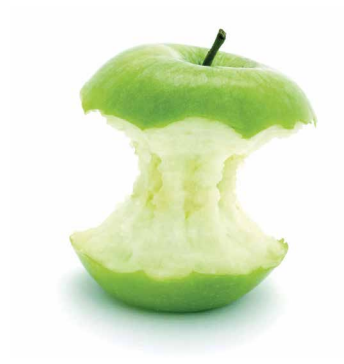
- Part'P' Electrical qualification.

LEVEL OF AUTHORITY:

- First line authority for one lower installer.

This job description is subject to review to ensure that it reflects the strategic direction requirements of **The Sussex Sign Company**.

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YEARS

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