



## Director of Technical Services

### JOB DESCRIPTION

**Job title:** Director of Technical Services  
**Location:** Based at Safety Management Advisory Services Ltd  
Office 44b Estover Close  
Forrester's Business Park  
Plymouth  
PL6 7PL

*(Central Plymouth late 2021/early 2022)*

**Working within:** Technical Services

**Reporting to:** Managing Director

**Salary:** *competitive* + Bonus

**Benefits:** Working for SMAS you will have flexible working hours, Company Pension Scheme, 25 days annual leave with long service, day off for your Birthday. Wellbeing scheme and the opportunity to grow and develop with the business.

**Hours:** Normal hours will be 37.5 per week, Monday to Friday 08:30 to 16:30

### About SMAS

- Safety Management Advisory Services is a specialist SHEQ Compliance company working with many of the leading UK Construction businesses
- As a registered member of the Safety Schemes in Procurement (SSIP) Forum we offer two nationally recognised H&S, Environmental, Quality compliance schemes
- SMAS WorkSafe is a member of the Citation Group, a PE owned Group that leverages exceptional people and technology to support the SME marketplace with Compliance and Quality led products.

### Summary of Role

This is an exciting time to join the private equity backed Citation Group. We have tripled in size over the past few years, and we have ambitious growth plans in the next phase of our investment cycle.



The Director of Technical Services is responsible for all technical aspects of company products.

This person drives the technical agenda in our business and makes sure that all our people understand why we do what we do and keeps our people current in their knowledge of working practises and abreast of any changing market priorities. They are responsible for our products: SSIP Health & Safety accreditation, Environmental assessment, and SSSTS/SMSTS training courses – with a particular focus on Construction.

**Overall responsibility for the delivery of our technical services is with the Director of Technical Services whose main objectives are:**

- Ensure Assessor knowledge of Health & Safety and Environmental management issues are current, through delivery of a planned training and coaching programme (supported by Technical Manager)
- Oversee our virtual trainers to successfully ensure delivery of online SSSTS/SMSTS courses
- Continually review and develop our technical services to ensure they remain appropriate to the markets needs and expectations – including those specifically of SMAS Worksafe clients and partners
- Work with all departments to ensure that there is a good understanding of our technical services across all teams - including producing technical documentation and training aides to support our sales and marketing efforts
- Act as internal lead on the development of new technical services based on an understanding of changing market needs
- Continually measure and review a members' experience, consistently communicating with our customers to understand what they do, problems they have, what they need to succeed, and implement improvements
- Stay on top of industry trends, the competition, and constraints
- Track the performance of our products including customer engagement and satisfaction to assess whether product goals are being achieved
- Coordinate with divisional leads on the development of new products which complement our existing services and help Construction clients to be safer and more sustainable



- Overall responsibility for the company's technical resources – including technical documentation, guidance, and templates; as well as any other materials e.g., webinar content, video etc.
- Consistently and coherently communicate with internal stakeholders and senior management to set the agenda and priorities around the technical aspects of what we do.
- Increase credibility and standing of our technical processes, through industry endorsements, certifications, and other memberships.
- Develop and implement a continual development element to our assessments, along with other business support programmes which differentiate us from our competitors
- Represent the company on the board of Safety Schemes in Procurement (SSIP), BuildUK and other industry forums.