



Technical Assistant

Location: Sittingbourne, Kent

Hours of Work: Monday to Friday 08:30 to 17:00 (includes a 30 minute unpaid break)

Salary £27-28k per annum (Weekly pay)

Position Type: Full-time, Permanent

Reports to: Technical Manager

Reportees: None

About Us

At FloPlast Ltd, we design and manufacture a range of specialist plastic building and plumbing systems used widely across the UK construction industry. While we proudly maintain our own distinct brand identity and close-knit family culture, we are also part of the global wienerberger group - giving our team the unique combination of local autonomy and international stability. We pride ourselves on operational excellence, safety, and a collaborative working environment where our people can thrive and build long-term careers.

About the Role

The Technical Assistant provides critical administrative and technical support to our Technical Department. In this role, you will ensure customers, architects, contractors, and internal colleagues receive accurate product information, quotations, specifications, and general technical guidance. You will play a vital part in supporting our clients, assisting with project requirements, and keeping the department running efficiently.

Key Responsibilities:

Technical Support

- Prepare material schedules from architectural and customer drawings.
- Complete roof area calculations and specify suitable rainwater systems.
- Maintain and update the company's product complaint system.
- Enrich company and customer portals with accurate product information.
- Respond to technical enquiries from customers architects, contractor and colleagues by telephone, email and other communication channels.
- Identify potential leads from enquiries and pass them to the specification team.
- Prepare and deliver accurate product quotations in a timely manner.

- Assist in the preparation and maintenance of product specification documents for customers and end users.
- Develop and maintain a good understanding of the Company's products and systems to provide accurate information and support.
- Work closely with other departments to ensure customer requirements are met.

Administration & Customer Service

- Carry out general administration duties for the Technical Department.
- Maintain accurate customer, project, and technical records.
- Monitor and respond to departmental emails and correspondence.
- Ensure records and filing systems are kept organised and up to date.
- Support the department with document control and data entry as required.
- Provide a high standard of customer service at all times.
- Build and maintain positive working relationships with customers and colleagues.
- Ensure enquiries are dealt with professionally and efficiently.
- Refer more complex technical enquiries to the Technical Manager when required.

What We Are Looking For - Required:

- Strong administrative and organisational skills.
- Good attention to detail and accuracy.
- Strong communication and customer service skills.
- Competent in Microsoft Office applications, particularly Excel.
- Good numerical and problem-solving skills.
- Ability to plan and prioritise workload to meet deadlines.
- Willingness to learn and develop technical product knowledge.

Preferred:

- Experience in an administration, customer service or technical support role.
- Experience preparing quotations or material schedules.
- Ability to understand and work from technical drawings.

Why Join Us?

We offer a collaborative working environment where your leadership will directly impact our growth. You will have access to ongoing training for continuous learning and self-development to help you thrive in your career.

- Weekly Pay: Reliable weekly income to help you manage your finances easily.
- Financial Bonuses: Christmas Bonus (subject to company performance).
- Share Scheme (SIP): The ability to become a shareholder via our Share Scheme.
- Perks & Discounts: Benefit Platform offering health, wellbeing, and money-saving opportunities.

How to Apply

If you are a driven administrative professional ready to support our technical team, we want to hear from you. Please email your CV and a brief cover letter outlining your relevant experience to Barbara Blackwell, HR Officer - barbarab@floplast.co.uk.

Please note: The closing date for this role is subject to change and the vacancy may close earlier than advertised. Due to the high volume of applications, only applicants selected for an interview will be contacted.