

<b>Location</b>	Rayleigh, Essex (primarily office-based with hybrid flexibility)
<b>Salary</b>	£40,000 – £45,000 per annum (depending on experience)
<b>Hours</b>	Full-time, 09:00 – 17:00 (flexible arrangements considered)
<b>Reports to</b>	Head of Internal Technical

## About Proteus Waterproofing

Proteus Waterproofing is a trusted specialist in flat roof waterproofing, proudly based in Rayleigh, Essex. For over 13 years, we have delivered innovative, compliant solutions for both refurbishment and new-build projects across the UK. Our comprehensive one-stop-shop offering includes liquid and felt systems (cold and hot applied), high-performance insulation, and cutting-edge blue, green and biosolar.

We combine technical excellence with exceptional customer support. Our in-house capabilities include U-value, condensation, wind uplift, and blue roof calculations; bespoke tapered insulation designs; and detailed technical drawings. All our systems are BBA certified, with Environmental Product Declarations (EPDs) available for key products. We hold ISO 9001 (Quality), ISO 14001 (Environmental), ISO 27001 (Information Security), and ISO 45001 (Health & Safety) certifications, and we actively contribute to LRWA and GRO technical committees to advance industry best practice.

Our award-winning projects, Contractor Training Programme and comprehensive guarantees reflect our commitment to quality, compliance, and long-term performance. We are passionate about helping our clients achieve safe, sustainable, and durable roofing solutions.

## The Opportunity

We are seeking a knowledgeable and proactive Technical Support Specialist to join our Internal Technical team. In this pivotal role, you will provide expert technical guidance to our Technical Sales colleagues and a diverse client base - including contractors, architects, surveyors, compliance officers, structural engineers, and fire engineers. You will play a vital part in delivering the comprehensive, compliant, and innovative designs that have made Proteus a go-to partner for flat roofing projects nationwide.

Reporting directly to the Head of Internal Technical, you will collaborate daily with colleagues in External Technical, Design, Sales, and Administration. This is an excellent opportunity for someone who thrives on solving complex technical challenges, enjoys client-facing work, and wants to contribute to industry-leading practice in a supportive, growing business.

## Key Responsibilities

You will:

- Manage and respond promptly to incoming technical enquiries received via email and telephone, delivering clear, accurate, and fully compliant advice tailored to each client's needs.
- Writing, checking and collaborating on project specifications using NBS Chorus platform
- Attend design meetings with customers - both in person (at our Rayleigh office or client premises) and remotely - to understand project requirements, discuss options, and recommend optimal, code-compliant solutions.
- Support the preparation and refinement of technical details and drawings, primarily using AutoCAD (experience welcomed), ensuring all outputs meet British Standards, client specifications, and internal quality procedures.
- Perform and review critical performance calculations, including system load evaluations, wind uplift, U-value and condensation risk to underpin robust project proposals.
- Collaborate closely with our in-house Design Office and external partners to produce complete, packaged roofing system designs that are technically sound, aesthetically appropriate, and fully compliant.
- Represent Proteus at industry technical meetings and working groups (LRWA, GRO, and others), helping to shape best practice guidance and keeping the team updated on regulatory developments.
- Undertake occasional site visits across the UK to provide hands-on technical support, assess existing roof conditions, or verify system installations.
- Work cross-functionally with multiple departments to support internal business projects, process improvements, and the continuous development of our technical offering.
- Assist the Technical Sales team with complex enquiries, tender submissions, and client presentations, ensuring proposals are technically robust and commercially competitive.
- Maintain accurate, auditable records of all enquiries, calculations, and correspondence in accordance with our ISO 27001 information security management system.

## Person Specification

### Essential Experience & Knowledge

- Previous experience in a technical support, technical sales, or technical management role within construction or roofing (roofing industry experience is strongly preferred; candidates with broader construction sector expertise will also be considered).
- Experience in writing and checking project specifications, particularly within construction or roofing projects
- Comprehensive working knowledge of the UK regulatory landscape, including:
  - Building Regulations and the Building Safety Act / Building Safety Regulator requirements

- Approved Documents, with particular emphasis on ADL (Conservation of Fuel and Power) and ADB (Fire Safety)
- Relevant British Standards (BS 6229, BS 5250, BS 8217, BS EN 13501-1, BS EN 13501-5, BS EN 12056-3, and others)
- Industry guidance published by LRWA, GRO, etc.
- Proven ability to interpret complex technical standards and apply them confidently to real-world flat roofing projects, resolving queries with clarity and precision.
- Strong track record of delivering high-quality technical support under time pressure while maintaining excellent attention to detail.

## Essential Skills & Attributes

- Outstanding verbal and written communication skills, with the ability to explain technical concepts clearly to both technical professionals and non-technical stakeholders.
- Excellent organisational and time-management abilities; comfortable managing a varied and sometimes unpredictable workload.
- Collaborative, team-oriented approach with strong interpersonal skills and a genuine commitment to supporting colleagues and clients alike.
- Proactive, solutions-focused mindset with initiative and the confidence to think creatively when standard answers are not sufficient.
- Full UK driving licence and willingness to undertake occasional site visits and travel as required.
- Competent IT user with strong Microsoft Office skills and, ideally, experience of computer-aided design software (AutoCAD experience is particularly welcomed).

## Desirable (but not essential)

- Hands-on experience with flat roof waterproofing systems (liquid applied, felt, insulation, green/blue/biosolar roofs) or related construction disciplines.
- Familiarity with sustainable and low-carbon roofing design principles, biodiversity net gain, and the role of blue/green roofs in climate adaptation.
- Experience with additional design or analysis software (e.g., Revit, or specialist U-value/condensation calculation tools such as JPA).
- Relevant professional qualification (HNC/HND/Degree in Construction Management, Building Surveying, Architectural Technology, or equivalent) or roofing-specific certifications (e.g., NFRC, CITB).
- Membership of a relevant professional institution (e.g., CIAT, RICS or CIOB).
- Previous involvement in industry technical committees, training delivery, or the preparation of technical submissions for BBA/EPD certification.

## What We Offer

At Proteus Waterproofing, we believe in investing in our people and creating an environment where you can do your best work. In addition to a competitive salary and the chance to work on award-winning projects, we offer:

### Proteus Waterproofing Limited

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**E-mail** [office@proteuswaterproofing.co.uk](mailto:office@proteuswaterproofing.co.uk)

**Website** [www.proteuswaterproofing.co.uk](http://www.proteuswaterproofing.co.uk)



- **Hybrid Working Flexibility:** Primarily office-based at our Rayleigh headquarters, with the possibility of hybrid arrangements (selected days working from home) to be agreed based on business needs and personal circumstances.
- **Equipment & Support:** Company laptop and mobile phone provided as standard.
- **Sustainable Commuting:** Free EV charging facilities at the office for those driving electric vehicles.
- **Work-Life Balance:** Core hours of 09:00 – 17:00 with scope for flexible start/finish times on occasion, by agreement.
- **Professional Growth:** Genuine opportunities to develop your expertise through involvement in LRWA/GRO technical work, internal projects, and ongoing training. We actively encourage continuous professional development.
- **Impactful Work:** The satisfaction of knowing your contributions help deliver safer, more sustainable buildings across the UK, working alongside a passionate team that values compliance, innovation, and exceptional customer service.
- **Supportive Culture:** A friendly, collaborative team environment in a specialist business that has grown steadily over 13 years by putting quality and people first.

## Equal Opportunities

Proteus Waterproofing Ltd is an equal opportunities employer. We are committed to creating a diverse and inclusive workplace and welcome applications from all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## How to Apply

If you are excited by this opportunity and believe you have the technical expertise, collaborative spirit, and passion for excellence that we are looking for, we would love to hear from you.

Please submit your CV together with a covering letter (maximum two pages) outlining your suitability for the role and why you would like to join Proteus Waterproofing. Applications should be sent to [careers.intech@proteuswaterproofing.co.uk](mailto:careers.intech@proteuswaterproofing.co.uk).

Shortlisted candidates will be invited to attend an interview at our Rayleigh office, which may include a technical discussion or practical exercise. We aim to respond to all applications within two weeks.

*We look forward to welcoming a new member to our team who shares our commitment to technical excellence and outstanding customer support.*