

Job Vacancy

Realise the next step
of your career

Technical Team Manager

POSITION TYPE: Full time, Permanent

LOCATION: Ipswich, Suffolk



Introduction

Your privacy

Bauder treats personal data collected while managing your job application in accordance with our Data Protection Policy. Information about how your data is used and the basis for processing your data is provided in our Job Applicant Privacy Notice, this is published to our website within the [Careers Section](#) or available upon request from the [HR Department](#).

About us

Bauder is a leading international manufacturer of building construction materials for flat roofs. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centred upon our dedication to provide a waterproofing system that fully understands all the individual issues of any project and fully responds to the needs of the client.

Our flat roof systems are designed to provide a high quality, single source solution for every application and client need. Whether green roofing to bitumen membrane, and from hot melt to cold liquid applied, right through to BauderSOLAR PV panels, giving energy for sustainability.

Bauder flat roofs represent an industry leading commitment to deliver technologically advanced roofing products, which meet the diverse needs of the roofing industry in terms of budget, performance and function of the highest quality. The Bauder name is synonymous for quality, design and service.

Our people focused culture originates from a strong family ethos and the belief that our success is determined through our people, who are at the very heart of what we do.

Fit to team and skillset drives our success

We place great attention to detail on recruiting the right person, team fit is as important to us as skillset and people join us for a career and not just a job. We have fun whilst we work and reward, recognise and develop the capabilities of our people. The commitment from all our people undoubtedly drives the high levels of business performance and success enjoyed today.

'you work with friends not colleagues' (Area Technical Sales Manager)

'the Company really looks after you as a person' (Technical Administrator)

'there is a strong commitment to employees and sense of trust and fairness' (Manager)

Would you like to be part of an extremely successful, team spirited business, with a motivated people driven culture? A business which focuses upon building your career, supporting and encouraging your development and fostering autonomy, ownership and accountability. We offer a highly competitive remuneration package and lifecycle of benefits, designed to protect you and your family. Our accolades validate our employer credentials, we were the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be reaccredited in 2024 for the third time at platinum level as well as achieving the 'We invest in Wellbeing' Gold award on our first attempt.

Bauder is an Equal Opportunities employer

Bauder Ltd
Human Resources, 70 Landseer Road, Ipswich, Suffolk, IP3 0DH England
T: 01473 257671 E: info@bauder.co.uk W: bauder.co.uk



INVESTORS IN PEOPLE™
We invest in people Platinum
INVESTORS IN PEOPLE®
We invest in wellbeing Gold

Objective:

The Technical Team Manager will lead and provide/oversee management to the Technical Department, ensuring the highest standards of service and quality of work, whilst efficiently and collaboratively engaging with all other stakeholders to continually deliver our industry-leading technical customer service.

Reporting into the Head of Technical, the postholder will possess a high level of management experience, with the ability to manage with a diplomatic, committed and empathetic manner, whilst maintaining consistency across all areas of responsibility. The Technical Team Manager will represent the business in driving and promoting the technical excellence and reputation, whilst always protecting and minimising the Company's risk and liability under guarantee.

Duties and responsibilities - Technical Services Team:

Management:

To support the accomplishment of departmental objectives through its people, including coaching, training, scheduling, counselling, recruiting, selecting and disciplining employees in conjunction with the HR Department, Head of Technical and the Technical management teams:

- Manage the overall day to day operations and administrative tasks of the Technical Services Team.
- Development and management of the Technical department Managers, Supervisors and Coordinators to ensure cohesive and aligned approach to leadership and management, in accordance with business Leadership Development Standards.
- Management performance of the Technical Services teams with associated KPI's. Ensure efficiency and smooth operation of the Technical Services Department in alignment to business KPI's.
- Lead the strategic approach regarding the development and production of specifications, reports, technical calculations and drawings in all required formats.
- To ensure the Company's Cultural values are maintained and upheld, always setting the example, leading with empathy and positivity with a nurturing and encouraging approach.
- Provide coaching, mentoring, and development support to the technical management team—including Managers, Supervisors, Coordinators, and the Technical Development team—while fostering an environment that supports the achievement of individual and departmental goals and ambitions.

Core Responsibilities:

- Working with the Standards & Compliance Director and Head of Technical to align department processes with any changes to the Company's Guarantee strategy and offering.
- Assisting the Standards & Compliance Director, Head of Technical and Site Technician Managers with installation complaints and post guarantee issues and on complex issues when required.
- To identify statistics and department data reporting requirements to meet operational and strategic demands.
- To define, communicate, implement and enforce Industry codes of practice and Company Technical standards.
- Working with the Standards & Compliance Director and Head of Technical to mitigate risks associated with the Technical function, including assisting the Site Technician Managers.
- Working with the Technical Development team and Head of IT in the further development of in-house software

Bauder is an Equal Opportunities employer

Bauder Ltd
Human Resources, 70 Landseer Road, Ipswich, Suffolk, IP3 0DH England
T: 01473 257671 E: info@bauder.co.uk W: bauder.co.uk



INVESTORS IN PEOPLE™
We invest in people Platinum
INVESTORS IN PEOPLE®
We invest in wellbeing Gold

Job Specification

Jan2026_V4

and systems.

- Working with the Head of Technical to update department processes due to product and/or system changes.
- Manage performance of the Technical Services Department in alignment with Company development procedures
- Work closely with the HR Department regarding resource management and development of Technical Services staff including identification of training, undertaking skills analysis/completion of skills matrix, and supporting development and progression plans.
- To implement best practice standards and procedures through the department via a continuous improvement program.
- Ensure management of technical tasks & queries in a timely manner escalating to the Head of Technical when required.
- Work closely with Regional Managers and Divisional Sales Directors in the resolution of any issues/queries that arise between External Sales and Technical Services Department and to ensure a good & efficient working relationship.

Competencies:

- Provision of technical services support across the business and client base.
- Identification of technical solutions to meet client requirements.
- Promotes technical knowledge across the organisation.
- Assists in strategic sales efforts from a technical perspective supporting the Head of Technical.
- Ensures high quality technical services to all stakeholders.
- Possesses complex knowledge of database concepts and assists in establishing standards and systems applied across the technical services team and to all stakeholders, in conjunction with the technical development team.
- Handles complex personnel situations directly, using appropriate discretion and confidentiality, utilising HR advice and input.
- Ability to build strong working relationships and communicate and influence at all levels.

Professional qualities:

- Champions change and effectively manage the implementation of new ideas within the technical services team.
- An experienced leader with demonstrable experience of operating at a senior and strategic level to lead a large team.
- Supports and solicits input from team members at all levels across the business.
- Communicates effectively with stakeholders to identify needs and evaluate alternative process efficiencies, solutions and strategies.
- To ensure the Company consistently delivers superior technical service and solutions to the business and clients.

Bauder is an Equal Opportunities employer

Bauder Ltd
Human Resources, 70 Landseer Road, Ipswich, Suffolk, IP3 0DH England
T: 01473 257671 E: info@bauder.co.uk W: bauder.co.uk



INVESTORS IN PEOPLE™
We invest in people Platinum
INVESTORS IN PEOPLE®
We invest in wellbeing Gold

Job Specification

Jan2026_V4

Essential experience:

- Strong management and leadership skills, with demonstrative experience managing larger teams within a similar technical services environment.
- In-depth knowledge of industry standards/codes together with strong technical, product and building envelope experience.
- Excellent organisation, time management and prioritising abilities.
- Strong communication and influencing skills, and able to engender trust/confidence.
- Emotionally intelligent, able to build strong relationships and foster an open and inclusive environment
- Self motivated, pro active, and a forward thinking approach.
- Proven problem solving ability, able to make sound decisions under pressure.
- A desire to progress is essential.

Preferable experience:

- Building/Construction/Flat Roofing knowledge

This job specification is non-exhaustive and subject to change as the Company deems necessary



Martin Bidewell, Head of Technical

“Our Technical department is a diverse team of specialists working across a wide range of topics including detailed project specifications, design drawings services, technical calculations and technical support from initial proposal through to guarantee. The team are committed to providing expert system specialist, industry guidance and regulatory compliance ensuring our customers can trust in accurate and reliable technical solutions which is supported through continuous training and development programmes.

If you are looking to be part of a successful and progressive team, providing an essential support function to our clients, within a highly supportive environment, I look forward to hearing from you.”

Bauder is an Equal Opportunities employer

Bauder Ltd
Human Resources, 70 Landseer Road, Ipswich, Suffolk, IP3 0DH England
T: 01473 257671 E: info@bauder.co.uk W: bauder.co.uk



INVESTORS IN PEOPLE™
We invest in people Platinum
INVESTORS IN PEOPLE®
We invest in wellbeing Gold

UNITED KINGDOM

Bauder Limited
70 Landseer Road, Ipswich, Suffolk
IP3 0DH, England
T: +44 (0)1473 257671
E: info@bauder.co.uk
bauder.co.uk

IRELAND

Bauder Limited
O'Duffy Centre, Carrickmacross,
Co. Monaghan, Ireland
T: +353 (0)42 9692 333
E: info@bauder.ie
bauder.ie

Respecting the planet

Reducing the use of materials



This document is only available in digital format to reduce the use of paper. If you need to print it, please recycle at the end of purposeful use.