

Chiltern International Fire is one of the leading fire testing and consultancy companies in the UK. We work with the building industry, offering testing and consultancy with regards to building elements requiring performance in fire.



### **Client Manager**

**Home-based; covering the UK and Ireland with occasional international travel.**

This is a diverse and interesting position, suitable for a wide range of people from the door and window industry, for example those experienced in quality assurance, auditing or manufacturing processes.

The role has joint functions, primarily consisting of varied auditing duties as well as carrying out reviews of test evidence and other documentation.

The Client Manager is responsible for managing a number of BM TRADA customers, both new and existing and for the following activities related to these customers:

- Carrying out factory audits of door, window and glass manufacturers who are either certified or are trying to achieve certification under BM TRADA's schemes.
- Producing quotations for changes to the scope of certification for existing customers and to implement these changes once agreed.
- Gathering and reviewing test evidence, audit results and to make certification decisions on behalf of BM TRADA Product Certification Ltd.
- Creating thermal simulation reports.

In addition, you will provide support to the Business Development team through presentations to customers, attendance at exhibitions etc. You will also assist the other members of the Technical team in various activities regarding product certification.

The ideal candidate will have:

- A good understanding of the factory processes involved in the manufacture of doors and windows, glass processing as well as a knowledge of door and window design
- Excellent customer service skills
- Completed an IRQA training course for ISO 9001:2000 auditing
- Intermediate IT skills including knowledge of Microsoft Office, Lotus Notes and 2D AutoCAD (or similar) software
- Knowledge of product certification
- Knowledge of manufacturing and testing standards (British or European) for windows, doors and associated products

To be successful in the role it is likely that you will work well under pressure, possess excellent time management along with logical & methodical planning skills. You will also need good project management skills coupled with experience in practical/technical subjects.

The position will be home-based, the location of which is flexible, with extensive travel in the UK and occasionally abroad. Location of candidates will be taken into consideration in the selection process.

We are a rapidly growing company and offer genuine opportunities for career progression, along with a competitive salary, company car and contributory pension scheme.

To apply, please email your C.V. and a covering letter to [recruitment@chilternfire.co.uk](mailto:recruitment@chilternfire.co.uk).

Alternatively, you can send to:

HR Department, Chiltern International Fire, Stocking Lane, Hughenden Valley,  
High Wycombe, HP14 4ND.

**PLEASE STATE 'CHILTERN INTERNATIONAL FIRE WEBSITE' ON YOUR APPLICATION.**

If you think that you may be a suitable candidate please request further details including the full job description from Jeanette Float at:

Chiltern International Fire, Chiltern House, Stocking Lane, Hughenden Valley, High Wycombe, Bucks, HP14 4ND.

Tel. 01494 569763

e-mail: [recruitment@chilternfire.co.uk](mailto:recruitment@chilternfire.co.uk)