



JOB DESCRIPTION

Job title	Technical Resource Assistant
Department	Design and Development
Responsible to	Head of NPI
Salary	£25,000 per annum
Hours	40 hours per week

About the Company

Our mission is to transform the way people live in cities. With over 16 million possible combinations of gears, colours, handlebars and accessories, we make more than just a bicycle, and we are more than just a bicycle company.

We continue to make the Brompton in West London, where we started in 1975, but our product has travelled far - we now export 80% of our bicycles to 44 countries. In the past 36 months we have invested in a new purpose-built production facility, transformed our digital architecture, opened new flagship stores and had our biggest product launch in company history and we're not stopping there...

To change urban living, we need passionate, innovative and talented people that want to challenge the status quo and make an impact.

The Role

Contribute to project work such as working with suppliers of packaging materials, taking input from Design, Technical Support, Production, Sales and Marketing, and liaising with logistics.

Produce the Technical Literature to a consistent format, with clear illustrations, taking direction from the Technical Specialist and input from other departments.

Ensure that documentation is compliant with international safety standards. Work with translators, logistics and print suppliers to ensure documents are delivered on time.

The Person

The successful candidate will be able to seek direction. They must also aim to draw conclusions by probing into things and contemplate the consequences of any action that is likely to be taken by proving the reliability of the information available.

The successful person must have the innate need to get things right and can work in a steady, and deliberate manner and have the persistence to see a job through to conclusion. The candidate will be conventional, co-operative, cautious, organised, predictable, methodical and routine-orientated. This role requires a person who is analytical and demands a high level of quality control.

Main duties:

- Produce technical information and literature, for internal and external customers
- Investigate the product and identify those areas that will require instruction to operate, maintain or replace; in order to understand the information needs of the user
- Create instructional literature, for the use, service and maintenance of Brompton products, taking direction from the Technical Specialist; to ensure best practice and correct use of terminology
- Ensure documentation is produced in line with the style and format guidelines
- Verify that documents are compliant with international safety standards and regulations
- Collaborate with translation partners to produce documents in multiple languages
- Use the correct procedures for the verification, issue and storage of documents
- Collate feedback from internal and external sources to improve and extend the technical literature
- Assist in the delivery of development projects, liaising with various departments.

Person Specification:

- Good knowledge of the bike industry
- High standard of written English
- Self-motivated who can take direction and deliver to high standards
- IT literate, preferably including MS Word and Excel, Adobe Creative suite and Solidworks
- Required to take a hands-on approach
- Well organised with the ability to communicate to colleagues, customers and suppliers at all levels
- Ability to contribute positively in a team working environment and have a positive can-do attitude.

Job Profile

Brompton utilises Personal Profile Analysis and Psychometric Assessments during the recruitment process to identify the behavior requirements and working styles of our job functions. Below outlines the 4 basic characteristics generally displayed in the working environment. This job profile will allow all candidates to decide if they fit the profile for the role.

Compliance (High C)

- A thorough, disciplined and detailed working style will be needed for this role
- Able to comply with clearly defined rules and policies
- A cautious and detailed approach towards task completion is a requirement

Steadiness (Marginally High S)

- The person will have a deliberate, self-controlled and persistent behavioral working style

Dominance (Low D)

- The person is expected to be cautious and conservative in their outlook
- A mild-mannered and accommodating approach is needed for this role
- A calm and professional working style is required for this role

Influence (Low I)

- Possess an analytical working style
- Probing, factual and objective assessment capabilities will be required for this role

Benefits

Brompton offers you an excellent working environment with enthusiastic colleagues who get along very well, communicate and cooperate with each other. The working climate is informal, but we work hard. Next to good terms of employment Brompton offers you the opportunity to work in a responsible and challenging job within a dynamic, international and ambitious environment. We are all proud to be part of Brompton Bicycle; we all share the same passion and dedication to the company and embrace differences in cultural backgrounds and skills.

- Huge discount on your very own Brompton (family and friends get discount too)
- Position to thrive. Whether you're early in your career or an experienced professional, Brompton provides you with everything you need to excel in your job and for personal growth. You will be actively encouraged to increase your skillset and to attend relevant events
- 20 days holiday plus Bank Holidays, increasing the longer you stay with us
- Workplace Pension Scheme, Season Ticket Loan, Childcare Vouchers, Flexible Working, Cycle to Work Scheme to name just a few...
- Birthday Breakfast, Family Fun Days, Christmas Parties, London to Brighton Bike Rides, Charity Raffles, Volunteering with the local community all go towards creating a working environment that is fun and enriching

How to Apply

Please email your CV and covering letter to the People team, at recruitment@brompton.co.uk. In the subject, please specify the role you are applying for. You are encouraged to submit when ready and not wait until the deadline. Please specify your salary expectations.

You should be advised that any applications submitted without a covering letter and CV will not be considered for the role.

Applicants must have the right to work in the United Kingdom.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.