

Fitter: sociable living spaces

Company: Kitchen Architecture Ltd

Location: South East, including London

Self-employed or employed

Kitchen Architecture delivers service, knowledge and intelligent propositions. We are a design-led company and our focus is always to add value our client's lifestyle and home creating living spaces that will be as stunning in ten years' time as they are today.

Constantly innovative, we continually update our design centres and product ranges to ensure that we remain the best in the market and continue to exceed the ever-changing needs of our high-end client base. For example, we have just introduced a Scandinavian outdoor kitchen system and a luxurious range of garden furniture to our product portfolio.

A family-run business, Kitchen Architecture is bulthaup's largest global independent dealer with three state-of-the-art design centres in London, Oxford, and Cheshire, all showcasing the best available products for client's home and garden.

We are looking for installers to join our talented and creative team and deliver service, knowledge and a unique client experience – our fitters play a crucial role in creating the Kitchen Architecture client experience, critical to the continued success of the Kitchen Architecture brand.

You will undertake training, both on the job and in the classroom, in Kitchen Architecture installation principles as well as bulthaup-based training at the factory in Germany.

Working with our four project managers, 15 design teams and alongside administrators who co-ordinate all ordering, warehousing and delivery of project materials and appliances, you are responsible for the installation of high-end kitchens using Kitchen Architecture/bulthaup principles and values.

The installation role comprises of 9 teams of fitters working between three locations. Working in pairs you are to support Kitchen Architecture staff installing high-end kitchens delivering a premium service to its clients with huge expectations. Your service sets Kitchen Architecture apart from its competitors and has enabled Kitchen Architecture to grow to be bulthaup's biggest global dealer. Kitchen Architecture has become a product of their own success and to offer a good service is no longer good enough. Kitchen Architecture requires the best in the industry.

As well as fulfilling the installation brief given by Kitchen Architecture staff, it is essential that installers acquire the full knowledge of all Kitchen Architecture processes of the project as you will be expected to deal competently with all site and client queries

Responsibilities

Reporting to the Operations Director, you will be responsible for the following.

- Work with the Project Managers, Design Managers, Design Co-Ordinators and the Appliance Manager to ensure that all aspects of a client brief are met, Kitchen Architecture principles are adhered to, and client expectations are surpassed.
- Ensure all necessary documentation is provided and kept on site and discuss any setting out and fitting issues with project/design managers.
- Carry out accurate and careful setting out of bulthaup furniture to drawings provided by Kitchen Architecture.
- Work with the Design Manager to acquire thorough knowledge of all aspects of the projects and handle all client queries effectively when on site.

- Liaise with and report to Project Managers with progress updates on site.
- Mediate with other trades on site to ensure readiness of services to ensure an efficient installation.
- Carry out snagging and adjustments.
- Supply technical assistance to design team when required.
- Ensure that, post installation, all the small items and snagging are ordered and completed to client satisfaction.
- Document all appliance ENR numbers and collate all appliance manuals for each kitchen.
- Complete a job sheet for every project and email back job status.

Skills and qualities we are looking for

- Effective communicator (both written and oral) with excellent telephone manner and email skills
- Excel at customer service, committed to representing Kitchen Architecture brand and add to the Kitchen Architecture experience for clients.
- Multi-tasker, able to deal with more than one project confidently and competently.
- Be approachable – be welcoming and friendly, easy to talk to, accessible and open-minded at all times and to everyone you meet in connection with your role at Kitchen Architecture. For example: clients, referrers (architects and interior designers), tradesmen, suppliers, delivery men, and to other members of the team, etc.
- Have a be-the-best attitude – a personal responsibility to pursue excellence, have best product knowledge, be technically expert, and provide the best service – all essential to allow us to maintain our position as the best kitchen company in the business.
- Be commercial – your approach to your work and clients and all you meet on site should constantly reassure clients that they have made the best decision choosing Kitchen Architecture
- Be constantly driven to exceed expectations – this underpins everything we do.
- Share knowledge, be positive, professional and return calls promptly
- Ability to communicate with trades effectively and resolve any problems or issues calmly.
- Adhere to kitchen architecture dress code: e.g. clean & tidy.
- Good working practices: be organised, be pro-active and be responsible.
- Demonstrate good housekeeping: tidy site, clean kitchen, clean van.
- Prepared to travel & work long days to deliver the best service.
- Good team player.
- Can-do attitude, willingness to help and learn.

In short – everything we do is focused on giving the client a great customer experience. It is only then that we will receive referrals and recommendations and it is these 'repeat orders' that are vital to our survival and future growth.

To apply, please send cv and covering note to workwithus@kitchenarchitecture.co.uk.
We will contact successful applicants by telephone or email to arrange an interview.