

## SERVICE MANAGER

**Salary:** £40,000 - £50,000 depending on experience.

**Hours:** Monday to Friday – 9am to 5pm.

**Employment Status:** Permanent, full time.

**Location:** Office based in Cromhall, South Gloucestershire, GL12 8AX with occasional travel and overnight stays within the UK.

**Driving License:** Full UK Driving license required.

**Residency:** UK resident, eligible to work in the UK.

**Benefits:** Statutory pension, 33 days holiday (inc. Bank Holidays), additional 1 week holiday after 5-years' service.

**Closing Date:** 7<sup>th</sup> October 2022

**Reference:** SM-2022-09-22

Are you looking for a varied and technically interesting management role where you will have the opportunity to help our industry-leading company achieve our ambitious plans as well as develop your own skillset?

Based in South Gloucestershire, de Smit Medical is a highly successful distributor of medical equipment to the NHS, private healthcare and commercial organisations. Along with our range of biomedical test equipment, we also distribute innovative and market leading medical devices and consumables in the fields of Urology, Gynaecology and Anorectal Assessment and Therapy. Our customers are supported by our Learning Academy through a range of technical and clinical training courses.

Due to continued success, de Smit Medical are expanding and looking to recruit a Service Manager to lead and develop the service team.

In this role you will be working at our head office and take full responsibility for the service department in the repair and PPM of a range of devices. You will be expected to continuously improve processes and protocol, in order to meet and exceed customer expectations, as well as suggesting and implementing strategies to enable de Smit Medical to continue achieving its ambitious expansion plans.

The ideal candidate will have supervisory or management experience and come from a strong electronics engineering background. You will ideally hold a qualification in either electronic or biomedical engineering or relevant experience.

This is a fantastic chance to step into a role that can offer you an interesting and challenging position as well as the opportunity to make your mark on this progressive and rapidly expanding company.

### The Role:

- Responsible for the day-to-day running of the busy service department, and managing and developing the small team of technicians, with a view to improving the customer experience, taking ownership of customer issues and streamlining the department workflow
- Collaborating with colleagues in business development and sales & marketing to ensure service products support and enhance the company's reputation for excellent customer service, and are a core element of tender-winning proposals
- Developing and implementing strategies for the efficient and effective operation and development of the service department, defining goals, objectives and key performance measures that support the overall success and continued growth of the business
- Responding to seasonal peaks and troughs in workflow, getting involved in hands-on servicing activity alongside team members, on occasion.
- Recruiting, managing and coaching the service team, identifying training needs and pro-actively and supportively addressing any performance issues that may arise

## The Person:

### Essential criteria:

- Relevant qualification in electronic or biomedical engineering OR equivalent experience
- An experienced people manager, who pro-actively and supportively addresses performance issues
- Passionate about delivering excellent customer service, with a partnership approach to relationships with customers and suppliers
- Excellent analytical, diagnostic and trouble-shooting skills, paying attention to detail
- Strong written and verbal communication skills, with the ability to adapt communication to meet the needs of different technical and non-technical audiences
- Ability to plan and foresee future challenges, and developments related to service provision
- Proficient in using MS Office apps – Word, Excel, PowerPoint, Teams
- Proficiency in delivering group presentations

### Desirable criteria:

- Relevant Bachelor's Degree or HNC/HND qualification
- Demonstrated success in managing a team
- Working knowledge of the NHS
- Experienced in repairing, testing and calibrating electronic products

To apply for the role, please send your CV and a covering letter briefly explaining why you are interested in the role and why you consider yourself to be suitable to [jobs@desmitmedical.com](mailto:jobs@desmitmedical.com).