



Service Manager

Location: Chesham, Buckinghamshire

Salary: £55,000 - £70,000 per annum

About SHJ:

SHJ is a leading supplier of medical and laboratory gas pipelines, solutions, and services, and a market leader in remote monitoring and energy-saving technologies. We are a nationwide company, operating across the UK with offices in Chesham, Sheffield, and Scotland. We are committed to delivering the highest standards of care and support to our customers and continue to invest heavily in R&D to stay at the forefront of our industry.

The Role:

The Service Manager is responsible for the safe, compliant, and efficient delivery of SHJ's medical & lab gas service activities. The role leads a team of field service engineers who operate using tablets connected to SHJ's CMMS / ERP system (Protean), ensuring high-quality service delivery, accurate records, and compliance with ISO 9001 and ISO 13485 requirements.

Key Responsibilities

- Manage and coordinate field service engineers delivering planned and reactive medical gas services.
- Plan workloads, resources, and call-outs to meet SLAs and contractual commitments.
- Ensure consistent use of Protean for job management, asset records, time, parts, and certification.
- Maintain accurate, complete, and auditable service records and asset histories.
- Act as escalation point for service, technical, and customer issues.
- Support engineer training, competence, and authorisation in line with QMS requirements.
- Ensure service activities comply with medical gas standards, safety procedures, and SHJ policies.

- Drive continual improvement through performance monitoring, data analysis, and CAPA actions.

KPIs / Success Measures (ISO 9001 / 13485 aligned)

- ≥95% planned service visits completed on time.
- ≥90% first-time correct job closure in Protean.
- 100% completion of required service records and certificates.
- Zero critical audit findings related to service delivery or records.
- Timely closure of nonconformances and corrective actions.
- Reduced service-related complaints and repeat visits.

Skills & Experience

- Proven experience managing a field service engineering team.
- Experience in regulated or safety-critical environments (medical gas desirable).
- Strong operational planning and people-management skills.
- Confident user of CMMS/ERP systems and mobile technology.
- Understanding of quality systems and compliance obligations.
- Full UK driving licence.

Personal Attributes

- Organised, calm, and quality-focused.
- Strong communicator with customers and engineers.
- Proactive, improvement-driven, and detail-oriented.
- Comfortable operating within healthcare environments.

Package

- Competitive and commensurate with experience.
- £55,000 - £70,000
- Pension scheme, Company car, mobile & laptop

SHJ is committed to creating a diverse and inclusive workplace and is proud to be an equal opportunity employer. We welcome applications from all backgrounds and experience.



To apply for this position, please email Eleanor.fitzpatrick@shj.co.uk

with your CV and a cover letter explaining why you think you would be suitable for this role.