

## Service Manager

**Location:** Hybrid / Office & Site Based (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, support and coordinate a team of field service engineers.
- Plan engineer workloads, service schedules and reactive call-outs to meet customer SLAs.
- Ensure accurate use of Protean for job management, time recording, asset history, parts usage and certification.
- Maintain complete, accurate and auditable service documentation.
- Act as the primary escalation point for technical, operational and customer service issues.
- Support engineer training, competency assessments and ongoing development.
- Ensure all service activities comply with HTM guidance, quality standards, company procedures and health and safety requirements.
- Monitor service performance, analyse operational data and implement continual improvement initiatives.
- Manage corrective actions and support internal and external quality audits.

## **KPIs/Success Measures (ISO 9001 / 13485 aligned)**

### **You will help the business achieve:**

- Over 95% of planned service visits completed on time.
- Over 90% first-time correct job completion.
- Accurate and complete service documentation and certification.
- Zero critical audit related to service delivery or records.
- Prompt resolution of corrective actions.
- High levels of customer satisfaction with reduced repeat visits and service issues.

### **Skills & Experience:**

You will be an organised and proactive service leader with experience managing mobile engineering teams within a regulated or safety-critical industry.

### **You will have:**

- Proven experience managing a field service engineering team.
- Excellent planning, scheduling and resource management skills.
- Experience working within regulated environments, ideally healthcare or medical gas services.
- Strong knowledge of CMMS/ERP systems and mobile service management technology.
- A good understanding of quality management systems such as ISO 9001 and ISO 13485.
- Excellent communication and customer relationship skills.
- A continuous improvement mindset with strong attention to detail.
- A 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.

### **What We Offer:**

- Competitive salary (dependent on experience)
- Company vehicle or car allowance
- Company pension
- Ongoing training and professional development
- Opportunities for career progression
- Supportive and collaborative working environment
- The opportunity to play a key role in supporting the UK's healthcare infrastructure



**Benefits:**

- Company car
- Company pension
- Employee discount
- Health & Wellbeing programme
- On-site parking
- Private Medical Insurance
- Referral programme

If you are an experienced Service Manager or looking to make a step up in the career ladder and looking to join a growing specialist engineering company where quality, safety and customer service are at the heart of everything we do, we would love to hear from you.

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](mailto:Eleanor.fitzpatrick@shj.co.uk) with your CV and a cover letter explaining why you think you would be suitable for this role.