



Role Purpose – Technical Services Manager

The leader of our Technical Support and Field Engineering teams who fosters our four company values whilst engendering a customer centric technical culture. This role is the owner of our technical support services and is responsible to ensure that the capacity and capability of our technical teams exist to deliver highest customer satisfaction at optimal speed and efficiency. The Technical Services Manager engenders pride in our technical capabilities and creates a supportive, collaborative environment where a united and focused team has the motivation, capacity, capability and opportunity to work across the business to execute the business plan, learn and develop professionally and personally, and succeed in safety.

- **Technical Support Services:** to deliver exceptional service in our provision of lifetime support, after sales care and expert advice to trade and self-build customers whilst ensuring the continuous improvement of our products and services.
- **Field Engineering Services:** to drive and deliver an industry leading, national engineer service that is cost effective and delivers an exceptional service experience that supports our installer growth strategy

Key Result Areas:

1. Product installation and diagnostic customer support process
2. Existing product breakdown support
3. Parts sales process
4. Customer Returns Process
5. To own the customer feedback process ensuring customer sentiment is properly understood, tasks and initiatives are prioritised and smart objectives are delegated, owned and delivered and subsequent improvements are measured and reported through the CSSG or similar framework.
6. Technical Support Process Improvements including service improvements that also reduce call volumes in conjunction with other teams around the business
7. Customer Satisfaction with contact
8. Escalated Complaint Management process
9. To coach, mentor and support the department's members to achieve personal, team and organisational success and to identify and support individuals' areas for improvement in order to fulfil their potential.
10. To review and monitor operational spend to ensure that services are delivered in line with, or below, agreed budgets.

Key Measures:

- % calls / closed cases delivered within SLA
- Customer satisfaction / Net easy score – Tech support and HP and MCS sign-off process
- Field Engineer lead time
- Employee engagement at 9/10 or higher
- Complaints reduction & response time (% within SLA)
- Execution % on 12 week year plan (+85%)
- Quality control measure

Qualifications, Experience & Skills:

- Motivational leader with a track record of driving performance
- Experience in engineering or technical roles at management level is essential
- Relevant higher diploma or degree-level qualifications
- Excellent problem-solving skills are essential
- Ability to interpret regulations and incorporate them efficiently into business processes is essential
- Understanding of building practices is useful
- Ability to simplify and systemise business processes is key
- Championing of customer service best practice is key
- Change management experience is desirable
- Must have excellent communication and interpersonal skills with the ability to influence and inform others
- Must be highly motivated and energetic with an ability to operate in a dynamic work environment with changing priorities
- Business management experience and qualifications are beneficial (e.g. such as MBA)