

# Technical Business Manager

**Responsible for:** Calibration Business Management

**Reporting to:** Managing Director

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## Purpose

This is a leadership role, and you will be responsible for managing all aspects of the Calibration Business.

You will also be responsible for investigating and optimising all areas of business activity with a view of enhancing the levels of service offered to our customers.

To coordinate and manage calibration activities in accordance with 17025 & UKAS requirements to meet company objectives and expectations. In addition, to assist the Managing Director with continuous improvement and best business and engineering practices, leading to an increase in productivity, profitability and customer satisfaction.

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## Responsibilities & Duties

1. Leading and managing the calibration management team
2. Co-ordinating the operational work of the Business to ensure there is an effective deployment of resources and systems to ensure the correct prioritisation, co-ordination and delivery of the strategic objectives.
3. Prepare technical and commercial proposals addressing customer requirements, including innovative and unsolicited proposals to develop and increase the business activities.
4. Effectively and efficiently manage the labour and associated resources of the business to meet the budgeted levels of revenue and profit.
5. To continuously review the business resource for suitability with a view to continuously improving them and communicating changes and improvements to policies and objectives to all personnel.
6. Leading designated initiatives and projects, identifying opportunities, ensuring value for money and/or improving resource efficiency and service delivery.
7. Support in the preparation of annual budgets identifying order and sales expectations, detailing sales revenue, profit, expenditure, staffing requirements in agreement with the Managing Director.
8. To submit regular reports detailing work performance levels and specified significant information on the performance of the company in upholding the procedures and processes.
9. To ensure full utilisation of the engineering resources within your scope of responsibility guaranteeing maximum price and profit is achieved consistent with the company's objectives and customer expectations.
10. From time-to-time compile and generate business plans and market analysis to submit to the Managing Director with recommendations demonstrating the overall direction and areas of activity that the business is undertaking, and specifying future potential contracts that may be identified.
11. Attend management, technical, and project meetings at the company and customer sites.
12. Ensure that all staff have their workload adequately outlined and that contract planning activities are accurately undertaken consistent with critical time frame and resource scheduling techniques.
13. Initiate appropriate training as and when required and perform technical selection interviews.

14. Effectively communicate and disseminate all relevant information to staff covering all aspects of Company information as and when appropriate.
  15. Manage, control, monitor and implement and governance in line with the company policies and procedures.
  16. Assist in the maintenance of the company quality, health & safety, and environmental (QHSE) management requirements and implement governance in line with the company policies and procedures.
  17. To play major role in the strategic management of the company, assisting the company with meeting its business objectives.
  18. To work with the Managers to achieve continuous improvement activities.
  19. To work closely with the Managers and Sales teams to enable the promotion of the business.
  20. To undertake any associated duties as required by the Managing Director.
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## Qualifications

- Degree / HNC in an Engineering discipline or relevant industry experience
- Experience of managing a team in a engineering environment
- Knowledge of ISO 9001 and other similar accreditations and management systems
- Experienced Management level candidate, with experience of Budget Management
- Role model for managing change and good analytical skills
- Previous experience of managing and maintaining client and stakeholder relationships
- Full UK Driving Licence
- Security Clearance
- Excellent IT skills across Microsoft Office

**I confirm my acceptance of this job description for the position of Technical Business Manager.**

**Signed** ..... **Date** .....

Technical Business Manager

**Signed** ..... **Date** .....

Managing Director