

Vacancy – Technical Operations Manager

About the Role:

The role is accountable for leading the development delivery and continuous improvement of Hobart Field Service training and technical support programs, ensuring technicians and support teams maintain the skills, knowledge and competency required to deliver safe, effective and high-quality customer service. The role is responsible for technical standards, product quality improvement, regulatory compliance, training and competency management, cost control, and liaison with Hobart manufacturing facilities to reduce field failure rates and improve product reliability.

The successful candidate will be responsible for managing Gas Safe and F-Gas compliance, operational budgets, technical training programmes, continuous improvement initiatives, product quality performance, and the achievement of customer service and business objectives.

- Lead and manage all Technical Operations activities across Service, Technical Support (Triage) and Installation functions.
- Develop operational strategies to support business growth, customer satisfaction and profitability.
- Provide leadership, direction and coaching to technical and operational teams.
- Act as the primary liaison between the UK business and all Hobart manufacturing facilities.
- Chair and attend regular quality review meetings with Hobart factories
- Ensure the business maintains all required technical certifications and registrations.
- Maintain accurate records of technician qualifications and certifications
- Own the annual technical training strategy for Service, Installation and Technical Support teams.
- Manage internal and external training programmes.
- Prepare, manage and control annual departmental budgets
- Monitor actual performance against budget and implement corrective actions where required.
- Identify opportunities for operational efficiencies and cost reductions
- Analyse service data to identify recurring faults and opportunities for improvement.
- Monitor key operational performance indicators

About You

We are looking for someone who located within good commuter links to all the regions and the Peterborough office, as presence here will be required on a regular basis.

Essential Skills & Experience

- Senior leadership experience within technical service, engineering or operational environments.
- Experience managing multi-site field service operations.
- Budget management and financial control experience.
- Product quality and reliability management experience.
- Experience working with manufacturing facilities on quality improvement initiatives.
- Experience leading technical training and competency programmes.
- Knowledge of continuous improvement methodologies.
- Gas Safe regulations and certification requirements.
- F-Gas regulations and compliance requirements.
- Health & Safety legislation.
- Technical service operations management.
- Quality management systems (ISO 9001).

Further Information

If you would like more information about the role or a copy of the full detailed job description, please contact the HR team.

Employee Referral Scheme

Know someone who would be a great fit? Share this opportunity with your friends and associates. Successful referrals help us grow our team and may qualify for a **Finder's Fee** (subject to eligibility and terms as outlined in the referral scheme).

Apply Now

Closing Date: 14th October 2026

Please submit **CV and covering letter** to: recruitment@hobartuk.com

Internal Applicants: Please inform your line manager before submitting your application.