




**Navtech Radar Limited**

Home Farm, Ardington,

Wantage, Oxfordshire, OX12 8PD, UK

 +44(0)1235 832419

 info@navtechradar.com

**SERVICE & REPAIR MANAGER (South Oxfordshire, England)**

We are looking for an experienced, highly competent and methodical, Service and Repair Manager to join the Production team. The ideal candidate will have a technical background and experience of running a small team of Engineers/Technicians in order to provide an excellent customer experience and deliver to contractual Service Level Agreements (SLAs). The job will include team management, communication, coordination and reporting with internal teams. Further to this, the candidate will be responsible repair reports, fault trend analysis across customers and assessment of fault class.

**COMPANY OVERVIEW - NAVTECH RADAR**

Navtech Radar is a world leading innovator and multi-award-winning designer and manufacturer of commercially deployed radar solutions. Our ground-breaking technology is utilised by clients across many industry sectors, from Perimeter Security Surveillance and Industrial Automation to Traffic Incident Detection. Navtech Radar has harnessed the power of the latest technology for commercial radar applications at a fraction of the cost, and above industry standards.

Renowned for investing heavily in innovation and R&D, Navtech Radar has earned an unrivalled reputation for products that are high performance, robust and extremely reliable. Our radar solutions are often used in mission critical applications where safety and security are vital. Navtech Radar's policy for strategic development and expansion has achieved exceptional results and we are now seeking experienced and motivated staff to continue this growth.

As part of Halma plc, a FTSE 100 company, you will be joining a group of companies whose mission is to make the world cleaner, safer, and healthier

Further information about us can be found on our website: <https://navtechradar.com/about/>

**OUR WORK HEADQUARTERS**

Our Headquarters are nestled in a wonderfully tranquil location, at the edge of Ardington in South Oxfordshire. This position will be based within our manufacturing site and is located on the newly developed Grove Business Park.

**OUR CULTURE**

Here at Navtech Radar, we help create the right environment for our focussed staff by providing a flexible, fun, friendly, atmosphere and enjoy family, friends and group events where restrictions allow.






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We encourage social activities and provide you with options to join colleagues on lunchtime walks, biking and other pursuits. We care about our staff, in fact, our culture is developed by them, for them.

**KEY ACCOUNTABILITIES**

- Service and Repair team management
- Achieving team performance metrics including achievement of customer SLAs
- Repair planning and coordination
- Management of repair reports, fault trend analysis and classification
- Service and Repair sign off
- Customer case information quality
- Customer Service Department interfacing
- Management of Training Matrix ensuring that staff training is maintained covering obsolete models under maintenance, current models, new releases as well as Engineering Changes released to the factory.
- Service and Repair stock management guidance

**YOUR COMPETENCIES**

- Customer and quality focus
- Excellent organisational and communication skills
- Electro-mechanical systems service and repair
- Leadership and management
- Great level of attention to detail
- Ability to remain calm under pressure
- Experience of using Microsoft Office software
- A thorough and methodological approach to work

Experience of radar technology is not necessary, as full product specific training will be provided.

To fit into the environment, you will need to be an energetic individual who is used to consistently delivering quality work under pressure and a meticulous approach to quality. You must have the ability to communicate and work effectively with people at all levels within the business. This is a demanding, yet exciting role in a growing business, in which you can make a very large impact.

You must have appropriate technical qualifications or equivalent experience in Electronics, Mechanics or Electro-mechanical systems repair management.






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**SALARY**

Salary will be competitive based on this type of role within the Thames Valley.

Other benefits include a generous profit share bonus scheme, pension contributions and holiday loyalty scheme.

