

Position Profile

General information	
Job Title	Technical Business Manager
Company	Labcal

Position summary

The Technical Business Manager is leading a team responsible for the day-to-day operations of a niche calibration organisation. Leading the support team and being the key link between customers, the Gill Board and the Labcal team.

Main duties

The Technical Business Manager reports to the Chief Operating Officer and is responsible for delivering current year sales and building the capabilities to meet the planned sales growth. Key responsibilities include:

- In addition to leadership and management responsibilities the Technical Business Manager is responsible for acquisition of new customers and account management, market, or product range.
- The successful candidate will have relevant and proven experience in specialist calibration processes and procedures.
- Manage the day-to-day activities of the administration team to ensure delivery of the short-term sales targets and accuracy of sales forecasting.
- Develop and manage commercial proposals to which increase sales and maintain margin.
- Act as first point of customer escalation and provide senior support in customer contact.
- Be proactive in driving sales and increasing our customer base to support growth while maximising the niche market potential for Labcal.
- Report on sales performance, highlighting future risks and opportunities, identifying sales and market trends.
- Analyse current sales performance and current and future market opportunities, devise a credible action-based sales plan to include direct and indirect sales, departmental budget, and a KPI plan. Gain agreement to the plan and take ownership for delivery and reporting.
- Review the current support team's capability, identify gaps, and implement appropriate coaching, training, and performance management to develop the required capability.

Candidate requirements

- Demonstrate experience in management & business development in the engineering, scientific, instruments sector or calibration sector.
- Experience of representing a company at senior levels with customers, and at conferences and tradeshow events.
- Demonstratable experience in leading a successful team to retain and grow existing customer accounts and target, acquire, and grow new accounts.
- Excellent interpersonal skills, able to recognise capabilities within a team, and develop and deploy the necessary skills to achieve business goals.

- Excellent leadership skills, able to gain respect from the team, effectively implement change, and ensure adherence to agreed way of working.
- Demonstratable experience in identifying and implementing change in a small family style environment.
- Excellent analytical skills (numerical and organisational), combined with the ability to communicate, present and influence credibly and effectively at all levels of an organisation.
- Well-developed business skills and experience including commercial, contractual, and negotiating skills.

Additional advantageous experience

- Relevant degree preferred or substantial engineering/scientific instrument experience.
- Familiarity with input, maintenance, and report generation from a CRM system.

Person specification

- A result focused leader able to balance short term goals with medium term development needs.
- Strong numerical, analytical, and problem-solving skills to develop robust commercial proposals and interpret sales performance and market trend information.
- Ability to understand and communicate the features, capabilities, and applications of the Labcal business.
- Excellent customer management, communications, and presentation skills.
- Proven ability to motivate and lead a team. Experience in developing marketing and sales strategies.
- Good working knowledge of Microsoft Office Suite.
- Able and willing to travel, mostly UK but not limited to

A position profile does not imply that the duties stated are the only ones to be performed by the incumbent. Employees will be required to follow any other reasonable job-related instruction as requested by their manager or a company director.