



CAD/CAM ~ Machinery ~ Tools ~ Materials ~ Installations

TechSoft UK Ltd.,
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OPERATIONS MANAGER

Job Description

In Summary

- TechSoft is a small but busy business, and we are currently growing. Due to an increase in orders and inquiries, we are seeking a dedicated professional to join our team and help us meet our expanding customer demands.
- You will assist in various operational areas, including order management, supplier orders, office maintenance, and organisational improvements. You will work with the General Manager to ensure the business operates smoothly and efficiently.

Background

TechSoft UK Ltd has long been recognised as the leading supplier of Design and Technology equipment to schools, colleges, and universities.

Our product range includes everything required to run a full Design and Technology department, including Laser Cutters, 3D Printers, CNC Routers, CAD/CAM software, Drills, Saws, and much more.

Alongside this, TechSoft supply all the necessary tooling, materials, and furniture and provide specialist training.

Job Overview

We have an exciting career opportunity for an Operations Manager, offering great scope for personal and career development.

The successful candidate will need to live in or re-locate to a suitable location within a reasonable distance to our office in Bodelwyddan, North Wales. While this is primarily an office-based position, occasional travel within the UK and overseas will be required to assist with installations and exhibitions.

The work will be varied and challenging but the main responsibilities will be as follows:

1. **Operations Oversight:** Utilise our in-house bespoke order and customer management system and Microsoft Outlook to manage daily operations and communications.
2. **Supplier Relations:** Communicate with suppliers to negotiate pricing, lead times, and other critical details.
3. **Order Management:** Check and review customer orders for accuracy and completeness.
4. **Quotations and Technical Support:** Provide detailed quotations and technical information for customer inquiries.
5. **Operational Improvement:** Review existing operations to identify and implement areas for development and growth.



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6. **Sales Opportunities:** Assist in identifying sales opportunities and tenders for D&T departments in schools, colleges, universities, and the commercial sector.
7. **Policy and Procedure Development:** Establish and refine operational tasks, policies, and procedures for company employees.
8. **Efficiency Maximisation:** Work to maximise efficiency and productivity across all operations.
9. **Product Knowledge:** Gain comprehensive knowledge of the various software, machinery, and services we offer.
10. **Quotations for Installations:** Prepare quotations for workshop installations related to new builds and refurbishment projects in educational institutions (training provided if necessary).
11. **Project Management Assistance:** Assist in project managing large department installations, including liaising with engineers.
12. **Customer Engagement:** Work with customers seeking solutions ranging from individual machines to complete workshop setups.
13. **Versatile Support:** Be ready to tackle tasks of any size or scope as needed.
14. **Maintenance Assistance:** Assist with building and vehicle maintenance as required.
15. **International Support:** Occasionally travel overseas to support TechSoft customers in locations such as Europe, the Middle East, China, and the U.S.A.

Person Specification / Experience

The successful candidate will possess and demonstrate:

- A high level of IT literacy, with essential experience in Microsoft Outlook, Word, Excel, PowerPoint, and other related packages.
- At least three years of work experience in a relevant field.
- Exceptional attention to detail in all tasks.
- Excellent organisational and administrative skills.
- The ability to apply business knowledge to real-world scenarios.
- Strong communication skills.
- Proficiency in troubleshooting and problem-solving.
- The ability to work independently as well as collaboratively within a team.
- Accurate time management and record-keeping.
- A flexible and energetic approach to work, with the ability to adapt to new and challenging tasks.
- The ability to see and understand the broader business context.

Familiarity with TechSoft products, previous experience as a teacher, or sales experience would be advantageous but are not essential.

Education

A Bachelor's Degree, ideally in a numerical type degree such as Maths or Economics.



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Terms and Conditions

1. Hours: Office hours are 37.5 hours per week. 9am to 5pm, Monday to Friday with a half hour lunch. If out on a site visits, hours will be adjusted as necessary.
2. Salary: £35,000 - £45,000, dependent on experience
3. Holidays: 25 days per year, plus Bank Holidays. Of these, 3 days must be allocated for our Christmas closure. The remaining days should be taken during non-peak periods, typically aligning with school holidays.
4. Team Collaboration: The successful candidate will be part of a small, successful team and must be willing to assist in various areas as needed.
5. Background Check: A clean DBS enhanced check will be required for the successful candidate.
6. Company Equipment: A company phone and laptop will be provided.

Applications

If you are interested in applying for this position, please send your CV and covering letter to appointments@techsoft.co.uk at your earliest convenience.