

# Position title: Service Product Manager

**Location:** UK Head Office, Borehamwood

**Department:** Marketing

**Reports to:** Cathryn Langley

**Direct reports** n/a

**H.E.L Contact:** Cathryn Langley

## About H.E.L and this role

Our mission at H.E.L Group is to make a healthier, sustainable, safer world for everyone. We equip scientists with the right tools and knowledge to develop safe, efficient new processes and molecules that benefit the world and its population.

Our core values are

- Being **insightful** through experience,
- Being **collaborative** by design,
- Being **tenacious** in spirit,
- Being **proud** of progress.

We operate globally with offices in London, UK (HQ), Princeton, USA, Beijing, China, and Singapore, as well as field-based staff across our direct regions, and trusted partners in distribution territories.

This role will be responsible for building and developing H.E.L's global after-sales business plan and strategy. The role holder will focus on ensuring provision of quality service to customers, and as a result, this person will be responsible for driving and delivering after-sales revenue and growth.

S/he will ensure that all commercial and tactical aspects of the after-sales offering, such as the necessary tools, training, and service packages, are effective and in place for the global after-sales team. This person will interact with the rest of the Product Management function to ensure that service requirements are integrated into product strategy development/NPI.

## Responsibilities of the role

### Key Responsibilities

- Delivering after-sales revenue targets
- Responsible for building the after-sales function, in collaboration with regional leadership.
- Responsible for defining after-sales and service packages
- Ensuring appropriate value propositions are clearly articulated to the sales and service teams, distributor partners and target customers
- Responsible for ensuring that the after-sales team is equipped with the skills, knowledge and tools to effectively sell services and provide support
- Responsible for ensuring H.E.L service and support offering exceeds customer expectations
- Responsible for measuring the top- and bottom-line performance of new services against the business plan
- Monitoring service reports and customer feedback, deriving insights to inform and drive after-sales strategy and set tactical priorities
- Working with the CMO and Marketing team to develop after-sales regional strategy and business plan for direct and distributed territories
- Working closely with the rest of the Product Management function, responsible for defining Design for Service in NPI
- Responsible for helping to identify beta trial sites for NPI developments

## Candidate requirements

### Minimum Education and Experience

- A BSc in Chemistry, Physics, Biological Sciences or Engineering
- Minimum of 5 years experience of working in after-sales management within scientific or technical instrumentation, in a B2B environment
- Experience of developing and delivering customer-focused, service-based solutions
- Demonstrated ability to take on tough challenges, work under pressure and see issues through to conclusion
- Strong on initiative and willingness to take ownership and drive projects to completion
- Excellent cross-functional working experience, allied with indirect team leadership
- Results orientation – confident in owning and being accountable for after-sales performance that is measurable and reviewed regularly
- Demonstrated bias for action and decision making in a fast-paced, ambiguous environment
- A demonstrated ability to balance effective strategy with tactical details and deliverables
- Familiar with using external and internal data sources to deliver evidence-based, data-driven decision making
- Sound commercial and tactical expertise with proven interpersonal skills as evidenced by the ability to influence key stakeholders on strategic and operational initiatives to drive and deliver after-sales success
- A good project manager with proven experience developing and delivering processes and structure

### Preferable Skills and Attributes

- Excellent communication skills, both face to face, on the phone and on-line
- A progressive, creative thinker and problem solver with the ability to integrate best practices.
- A team player passionate about achieving group success that understands that it takes a team to win with customers
- A strong sense of ethics
- Open to give and receive open, honest feedback back in a timely manner
- Excellent prioritisation and time management capabilities

- Good risk awareness and an effective problem solver, with sound data analysis and interpretation skills; possessing the ability to spot issues early and to recommend creative solutions.
- The ability to lead change and develop culture
- Customer focused with demonstrated ability to build effective relationships internally and externally and evolve those relationships over a significant period of time
- The ability to earn the confidence and respect of colleagues and to promote the culture of flexibility and collaboration; the ability to interact with colleagues at all levels.

## Training provided

- Product, market, and competition awareness
- Business case preparation
- Health & Safety Training, as required
- H.E.L business systems
- On the job training

## Physical demands of the role

### General Check all that apply

Criteria	Amount of Time			
	None	Under 1/3	1/3 – 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel		X		
Reach with hands and arms	X			
Climb or balance	X			
Stoop, kneel, crouch or crawl	X			
Talk or hear			X	
Taste or smell	X			

### Weight lifting or force exertion Check all that apply

Weight	Amount of Time			
	None	Under 1/3	1/3 – 2/3	Over 2/3
Up to 10 pounds (4.5 kg)				X
Up to 25 pounds (11.5 kg)			x	
Up to 50 pounds (23 kg)		x		
Up to 100 pounds (45 kg)	X			
Over 100 pounds (45 kg)	X			

### Specific Vision Requirements Check all that apply

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	Y
Distance vision (Clear vision at 20 feet/ 6 metres or more)	N
Colour vision (ability to identify and distinguish colours)	Y
Peripheral vision (observing an area above, below, left or right while eyes are fixed on a given point)	N
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	N
Ability to focus (ability to adjust eyes to bring an object into sharp focus)	N