

Position: Service Manager

Department: Service Team

Salary: Competitive – dependent on experience

**Additional considered for more senior/experienced candidates*

Job type: Permanent (subject to a six-month probation period)

Holiday: 31 days including Bank Holidays (three days over Christmas mandatory) – increases after two-year intervals up to a maximum of 28 days

Pension: 6% company contributions

Location: Sites nationwide (ideally located in the South of England – occasional visits to Europe) **Benefits:** BrightHR Exchange staff discounts and offers, Specsavers Eyecare Vouchers, Bike2Work Scheme, Training & Development plans, Additional holiday scheme linked with service length, Guardtech Social Committee events

The Guardtech Group

Guardtech are a rapidly growing, thoughtfully evolving design & build company that produce high-quality, tightly controlled manufacturing facilities (cleanrooms) across the country for the Life Science sector for industries such as Pharmaceutical, Aerospace, Automotive & Medical Device.

The business is doubling in size year on year and is looking for highly dynamic, positive, driven individuals to join our team and share in our incredibly exciting journey.

At the forefront of innovation and sustainability, we are committed to delivering cutting-edge projects that redefine the landscape. Our Service Teams plays a pivotal role in ensuring the success of our ventures by executing efficient and effective cleanroom servicing and maintenance programmes for our ever-increasing client base.

Key Responsibilities & Capabilities

1. Service Management & Scheduling

Lead and coordinate the scheduling of planned preventative maintenance (PPM) and reactive service works across multiple client sites, ensuring minimal disruption and optimal asset performance.

2. Client Relationship Management

Act as the primary point of contact for clients during the aftercare phase, building strong professional relationships, understanding evolving site needs, and ensuring high levels of client satisfaction.


3. Commissioning & Validation Oversight

Supervise and manage validation and commissioning tasks including HVAC system commissioning, Filter Integrity Testing, Pressure Balancing, and performance testing of separative devices such as BSCs and LAF units, ensuring accuracy and compliance.


4. System Upgrades & Lifecycle Support

Oversee the delivery of HVAC upgrades, filter replacements, door system updates, EMS integrations, and cleanroom modifications. Coordinate technical teams to deliver upgrades with minimal client impact.

 Guardian House, Unit 1A
Homefield Road, CB9 8QP,
United Kingdom


 0330 113 0303

 sales@guardtech.com

 www.guardtechgroup.com



 **REGISTRATION NUMBER:**
Guardtech Cleanrooms LTD - 02547055 / VAT: 469141966
Cleanroom Solutions Limited - 04016977 / VAT: 469141966
ISOPDD Limited - 15337736
Guardtech Nordic AB - 559415-3982

 **COMPANY DIRECTORS:**
Conor Barwise, **Operations Director**
Mark Wheeler, **Commercial Director**
Raymond Wheeler, **Director**



5. Asset Service & Maintenance Management

Ensure robust servicing protocols are in place for HVAC units, compressors, generators, UPS systems, and separative devices (BSCs, LAFs). Implement preventive strategies and manage reactive call-outs with urgency and precision.

6. Job Closure & Client Sign-Off

Ensure engineers complete and return signed client job sheets on completion of works, verifying scope has been met. Personally follow up with clients where necessary to confirm satisfaction and address any concerns.

7. Report Compilation & Analysis

Direct engineers to provide thorough and detailed site reports. Personally review and consolidate reports for delivery to clients, highlighting works completed, issues found, and recommended follow-up actions.

8. Quotation & BOQ Support

Collaborate with the BDM and Commercial Team to prepare detailed, itemised quotations. Provide technical input for internal BOQ development to ensure quotations are commercially sound and scope-accurate.

9. Compliance Documentation & QA

Ensure all IQ/OQ testing, commissioning reports, and validation documents are completed, reviewed, and stored in line with regulatory and company QA procedures.

10. Commissioning Process Management

Manage, witness, and record all stages of the commissioning process for installations, ensuring systems perform to specification and that handover documentation is complete and client-ready.

11. Installation Oversight

Oversee installation of modular cleanroom systems (eg, Kingspan Precision, Versatile), suspended ceilings (T50, T24), cleanroom doors, FFUs (eg, Astra, TripleAir), and cleanroom furniture. Ensure works are completed to specification, on time and within budget.

12. Team Leadership & Mentoring

Provide technical leadership and guidance to the aftercare and service engineering team. Support continuous development, mentor junior engineers, and uphold service quality across all operations.

13. Tool & Vehicle Accountability

Ensure all service engineers maintain their vehicles to a professional standard and keep tools well-maintained, calibrated, and secure. Conduct periodic checks and audits as needed.

14. Continuous Improvement

Analyse service performance data to identify trends, recurring issues, or areas for improvement. Propose and implement process enhancements to improve client experience and operational efficiency.

15. Emergency Response Coordination

Actively manage out-of-hours and emergency call-out procedures, ensuring resources are available and response is swift and effective

To apply, please email a copy of your CV to j.murphy@guardtech.com