



**Job Title:** Calibrationhouse Service Product Management Lead

**Department:** Service

**Reports Direct:** Quality Lead

**Location:** Remote/Peterlee, Durham, SR8 2SW

## Job Purpose

The Calibrationhouse Service Product Management Lead plays a crucial role the development of the Calibrationhouse offering, enhancing our provision to the market and allowing us to secure more customers to grow our revenue.

The Calibrationhouse Service Product Management Lead is a pivotal role that combines expertise in calibration processes with strategic product management. This position involves overseeing the calibration of tools and equipment to ensure accurate readings and results, aligning with industry standards and regulatory requirements. Key responsibilities include leading a team of Calibration Engineers, developing and implementing new calibration procedures (our 'products'), and securing their ongoing accreditation to ISO 17025. Additionally, the role entails defining and executing the product vision and strategy, collaborating with cross-functional teams to deliver high-quality new service offerings, and conducting market research to identify opportunities for product enhancements. Strong leadership, analytical skills, and a deep understanding of calibration standards are essential for success in this role.

## Responsibilities

Lead the development and execution of new calibration strategies.

Coordinate with cross-functional teams (commercial, quality, etc.) to enhance calibration products and services.

Define and document new calibration procedures, ensuring they meet both customer and regulatory requirements.

Ensure proper calibration records and traceability are maintained for new capabilities.

Conduct market research to identify industry trends, customer needs, and competitive products.

Provide leadership and direction to the calibration team, fostering a culture of continuous improvement.

Support the Business Development team with technical questions about live commercial opportunities in a swift manner

Implement the newly developed capabilities in our labs in other countries & support their accreditation

Line management of 8 x On-Site Engineers

Support day to day lab workload as required

Support training of members of staff and partners

Travel to customer sites & exhibitions

## KPIs

## Knowledge, Skills, and Experience Required

15-18 Bracken Hill, South West Industrial Estate, Peterlee, County Durham, SR8 2SW, United Kingdom  
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Strong leadership and team management skills, with the ability to motivate and guide teams towards achieving goals.

In-depth knowledge of calibration processes, ISO 17025 standards, and equipment.

Excellent project management skills, with the ability to plan, execute, and monitor complex projects.

Strong analytical skills to assess calibration data and improve processes.

Effective communication skills to collaborate with cross-functional teams and stakeholders.

Ability to develop and implement product strategies that align with business objectives.

Deep understanding of industry regulations and compliance standards.

Problem-solving mindset, with the ability to handle complex issues and find innovative solutions.

Experience in managing customer relationships and understanding customer needs.

## Qualifications

## Benefits

Company performance bonus.

5 weeks holiday per annum (increasing with service).

Birthday leave – 1 day off to celebrate.

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Enhanced maternity, adoption, and paternity pay.

Company health cash plan.

Company pension scheme.

Death in service benefit.

Free parking.

Free tea, coffee, juice, toast, fruit, biscuits, and jacket potatoes.

Long service awards.

Cycle to work scheme.

Christmas savings scheme.

Team events.

Friendly, clean, modern working environment.

Supportive teams.

Training and development opportunities.

If you want to be a part of our team please send your CV and a covering letter by e-mail to [wendyc@seaward.com](mailto:wendyc@seaward.com)

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