

OFTEC Limited
25 Riduna Park, Station Road, Melton,
Woodbridge, Suffolk
IP12 1QT



Job Description & Person Specification

Job Details

Job Title: Technical Manager
Hours: Full-time (37.5 hours per week)
Salary Band: As agreed with the OFTEC Executive Directors
Location: Head Office, inc. Flexible Working
Version: Version 5, 8th September 2026

Purpose of the job

Performing a managerial role leading a small team in the origination and delivery of technical services to OFTEC registered technicians, trade association members, and assisting and supporting other areas of the company where technical input is required for the delivery of strategic aims, projects and services.

Scope of the Job

Within the context of OFTEC, the main function of the role is to manage all aspect of OFTEC's technical services functions associated with fuel combustion and electric technologies, as requested by the OFTEC Executive Directors, and to ensure information and solutions are widely and effectively communicated within the business, and throughout the UK and Republic of Ireland in order to support equipment manufacturers, service providers, and a professional and skilled workforce.

Reporting Structure

The Technical Manager reports to the Chief Executive Officer, who in turn reports to the Main Board.

Key Responsibilities

- Work with and support the Chief Executive Officer in the delivery of routine and enhanced technical services.
- Manage, mentor and support technical personnel to fulfil their duties.
- Manage the performance of the technical personnel to maintain or exceed expected standards of service.
- Manage the production and delivery of technical information, which may include updates to technical manuals, standards, bulletins, industry journals, webinars, social media, etc.
- Manage the delivery of OFTEC Consultancy Services.
- Manage the delivery of the OFTEC Direct function. (Online shop)

General Activities

- Supporting, mentoring and guiding technical personnel to fulfil their tasks.
- Researching, interpreting and relaying technical industry requirements with regard to defined installation and maintenance practices.
- Process written, verbal and online technical enquiries.
- Assist the Chief Executive Officer in the fulfilment of technical projects.
- Work with the OFTEC management team in cross departmental matters.
- Chair / participate / provide secretariat in internal and external meetings.
- Prepare technical information and statistics for reports, consultations, etc.
- Participate in meetings, webinars, shows and other events. Some of which may require travel and overnight stays.
- Perform other duties by prior agreement as may reasonably be requested by the Chief Executive Officer.

Essential role related knowledge, technical skills, qualifications, and experience

- Able to lead, mentor and support technical personnel to achieve effective and efficient ways of working.
- Able to communicate effectively, including listening, negotiation and persuasion.
- Have a proven track record of working in a technical environment associated with heating and / or electrical engineering.
- Have a proven track record in the delivery of projects and tasks to specified timelines.
- Have good task management skills and an ability to correctly prioritise goals.
- Have an ability to read, correctly interpret and relay requirements set down in regional building regulations, EU and British Standards and other building services publications.

Person Specification

- | | |
|---|-----------|
| • Are confident and possess the ability to effectively apply general people and resource management principles. | Essential |
| • Are literate, IT proficient, and possess administrative, organisational, and presentations skills. | Essential |
| • Possess experience in a technical environment associated with heating and/or electrical engineering. | Essential |
| • Possess the ability to communicate effectively on all levels within OFTEC and externally. | Essential |
| • Be positive and open to exploring more efficient ways of working. | Essential |
| • Possess on the tools experience of installing, maintaining and troubleshooting heating systems. | Desirable |

Agreed by Job Holder: _____ (Name)

Signed: _____

Date: _____