



<https://www.elliottrecruitment.co.uk/job/technical-services-manager/>

Technical Services Manager

Description

Bathroom Technical Service Manager
Stevenage

£35k

Elliott Recruitment are pleased to represent a bathroom company who have an exciting opportunity for an organised, customer service driven individual to join their team as a Service Manager on a permanent basis.

The Role

As Service Manager, you'll take ownership of the customer journey from start to finish. You'll lead the Stevenage showroom, manage post-sale service, and ensure every bathroom installation meets my client's uncompromising standards. This is a hands-on role: when remedial work is needed, you'll personally step in to put things right – showing our customers that we always stand by our work.

What You'll Do

- Lead the customer experience from showroom visit to installation and aftercare
- Ensure every bathroom installation meets our high standards of quality and safety
- Carry out remedial work where required, delivering swift and effective solutions
- Manage the Hitchin showroom, welcoming and guiding customers with expertise
- Own all post-sale enquiries, providing fast and professional resolution
- Collaborate with installers, suppliers, and sales teams to keep projects running smoothly
- Identify recurring issues and recommend improvements for right-first-time delivery

What You'll Bring

- Proven hands-on experience in bathroom installations
- A customer-first mindset with the ability to turn challenges into positive outcomes
- Strong problem-solving skills and technical know-how
- Organisational skills to balance showroom, service, and operational demands
- Excellent communication skills to build trust with customers, installers, and colleagues
- Pride, energy, and drive to deliver service that goes above and beyond

This is an exciting opportunity for someone with hands on plumbing experience to predominantly step away from the tools and support the end to end delivery for

Hiring organization

Elliott Recruitment

Employment Type

Full-time

Date posted

25th September 2025

customers whilst also being hands on to rectify any post installation snagging and remedials.

My client is offering office hours of Monday to Friday 9am to 5pm and a salary of £35k. Own transport is essential.

If you're a bathroom installation expert with the passion and skills to deliver world-class service, we'd love to hear from you.

Apply today as immediate interviews are available.