

## **General Manager Overview / Profile:**

Flann Microwave Ltd is an internationally recognised leader in the field of precision engineering, specialising in the design and manufacturing of high-performance microwave devices, systems, and service provision to our customers, ranging from commercial to military in application.

### **Overview:**

This is a new role, which is required to lead and coordinate the day-to-day operation of the Company. You will be a team focused, self-motivated and results driven individual who will direct and manage our organisation's business activities at our Cornwall based facility.

We currently have a highly skilled team of 63 passionate professionals and are proud to maintain an International reputation for high quality, high performance, and high reliability products to ISO9001:2015 standard.

We globally market our components and systems to meet a multiplicity of applications including:

- Aerospace
- Defence
- Communication Systems - Satellite and Terrestrial
- Radar Systems
- Research and Academia
- Security
- Space Flight – Communication and Earth Observation
- Metrology
- Test and Measurement

Your entrepreneurial spirit and vision in directing business functions (with a direct accountability for Sales, Engineering, Production, QA, Site Services, HR, Purchasing, Accounts and Business Systems) will be predominantly internal focused, however at times you will support our international customers via our network of agents and representatives in relation to maintaining customer relationships, generating new business.

### **Accountabilities:**

- Ensuring business strategy is executed successfully.
- Ensuring the business is operating in an ethical and sustainable manner.
- Ensuring company performance and productivity meets or improves expectations, effectively managing costs against budgetary constraints.
- Collaborating in the production of accurate financial forecasting and accounts
- Providing team leadership and building employee morale.
- Identifying operational opportunities for continuous improvement.
- Driving employee talent acquisition and retention initiatives.
- Upholding compliance and Health and Safety standards.



**FLANN**  
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personnel@flann.com  
www.flann.com

**Accountabilities continued:**

- Ensure company policies reflect legal and commercial standards.
- Foster a positive, diverse, and inclusive culture where quality and the highest standards are upheld without compromise.
- Ensuring Customer Satisfaction is measured and managed appropriately.
- Leading Change Management initiatives.
- Production of Management and Board of Directors reporting.

**Responsibilities include but are not limited to:**

- Facilitate and monitor daily activities with responsibility for managing headcount, hiring, performance reviews and management: time/overtime management through to execution, with an input across operations for all aspects of production; planning and delivery.
- Coordinate business operations to maximize effectiveness, ensuring all areas have the appropriate resources and priorities outlined to enable full operations to be delivered on time, in full and at the quality expected by both the business and its customers.
- Collaborate effectively across direct and indirect reports, to execute business strategies.
- Monitor financial performance and strategy, including improving revenue/managing costs and authorising departmental expenditure.
- Identify and sponsor initiatives to support the continuous development of our teams, maintaining and developing skills as applicable to the business.
- Monitor employee morale, whilst deriving and driving initiatives to improve year on year.
- Formulate changes to company policies as applicable, by staying relevant with commercial and legal responsibilities.
- Evaluate performance and productivity, adjusting for optimization and continuous improvement.
- Manage our customer service and satisfaction levels, if necessary, stepping in when a customer is dissatisfied to ensure they are delighted by our response.
- Monitor Health and Safety performance and quality standards across site, driving forward a culture of 'safety first'.
- Oversee the scheduling and maintenance of production equipment and machines to ensure efficient operations, including early identification of significant capital expenditure.
- Collaborate with marketing and sales to implement strategies that will improve the marketability of manufactured products.
- Working across our teams and partners to provide solutions to operational issues (e.g. profit decline, employee conflicts, loss of business to competitors).
- Maintain company certification to ISO9001:2015.

**Education or Experience:**

- Engineering degree or higher qualification, or comparable working experience.
- Awareness and appreciation of RF and Microwave technology would be an advantage.
- Experience in highly regulated sectors (e.g. defence and aerospace) an advantage.



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**Education or Experience continued:**

- Although not required there may be a future requirement for UK Security Clearance (SC).
- Registered to work in the UK.

**Professional Skills/Abilities:**

- At least 5 years' experience of leading in an Engineering/Manufacturing sector, leading teams of 30 or above.
- Demonstrable leadership abilities.
- Outstanding people skills/team motivational skills.
- Outstanding business acumen.
- Proven track record of excellence in project management.
- Excellent written and oral communications.
- Highly organized with an attention to quality and detail.
- Strong sense of proactivity, ownership, and drive.
- Experience in continuous improvement disciplines (e.g. Six Sigma, Kaizen etc.) an advantage.

**Application process:**

For more information on Flann Microwave Limited, it's history and products/services please go to [About Flann Microwave - Flann Microwave](#)

Salary for this role is in the region of £65,000, dependant on experience.

If you would like any additional information, please contact Moray Heal on 01208 261768.

To apply, please submit your application in writing and send to [personnel@flann.com](mailto:personnel@flann.com), please include a covering letter along with your CV.



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