



Product Manager (Sensors)

About ION Science Ltd:

ION Science has over 35 years of industry experience designing, manufacturing, and supplying PID gas sensors, gas detection instruments and leak detectors for a wide range of industries and applications. We are an unrivalled worldwide gas and leak detection company, with a team of workers who strive to deliver exceptional product quality and customer satisfaction. This is a fantastic opportunity to join our growing team and be part of a well-recognised brand associated with quality.

MAIN PURPOSE OF JOB:

The role of the Product Manager is to act as the strategic champion for ION's existing and future range of Gas and Particulate Sensors.

The individual will stand as the core product management capability for the ongoing maintenance and life cycle management of existing sensors, alongside the design and creation of new products. In addition, the individual will not only be a supporting force for the development & sale of this range, but will also help to educate and inform the wider business and its partners.

It is vital that the post holder has, or can swiftly develop, a deep understanding of sensors, and the role they play in protecting lives and preserving the environment.

JOB ROLE:

- Take full ownership of the sensors range
- Canvas opinion across ION end users, external partnerships and internal stakeholders to ensure products meet current and future needs
- Review, with the international sales team, ION's existing route-to-market, assessing suitability for sensors and proposing adjustments where needed
- Conduct product feasibility and market research to identify customer problems and make creative recommendations for new products
- Help to produce validated business cases for all suggested projects prior to creating Market Requirements Specifications (MRS), specifying features of new products for all key stakeholders
- Develop and maintain product roadmaps, consistent with the product market strategy and covering full product lifecycles
- Work alongside the Project Management, R&D and Ops teams to ensure that all new products are delivered on budget, on time and in line with the MRS
- Provide product and applications support to the sales team, further enabling them to secure business through our direct, global subsidiary and distributor networks, enabling delivery of the sensors sales target
- Support all partners with product and application training and information
- Work with the Commercial Services Manager to ensure the supply chain delivers product in a fast and effective way
- Monitor global developments to establish a market leading position vs. competition
- Work closely with R&D and the product verification lab to design and execute competitor testing programs to identify strengths/weaknesses and feed into product development and marketing collateral



- Provide sales and marketing information to allow product collateral to be created. Aid in the creation of marketing collateral including, but not limited to: manuals, data-sheets, comparison guides, promotional items & video content
- Help develop and implement 'Go-To-Market' strategies including possible test marketing and launch activities
- Work with sales and marketing to identify early adopters and run beta trials with existing or prospective customers
- Provide sales and marketing support and training to internal and external stakeholders wherever required
- Managing ION's Sensor Technical support Function to ensure timely and exceptional customer service and to develop the team where necessary
- Proactively assist in other areas of the business as and where necessary

SKILLS/EXPERIENCE:

- An experienced product manager, ideally within the gas detection industry
- Strong technical ability and knowledge of ION Science and competitors' products
- Formal product management training desirable
- Customer orientated with the ability to build effective working relationships
- Strategic, methodical, logical and detail orientated, whilst still delivering against deadlines
- An excellent communicator, with the ability to influence at all levels
- Keen, eager, and able to deliver a comprehensive product portfolio
- Decisive with any available information, taking positive action in a timely manner
- Possess a multidiscipline approach with the ability to perform different roles for the good of the company
- Organised and a good planner, able to act independently, self-organised and able to prioritise workload to deliver results
- Have strong numeracy skills for analysing and interpreting data, and for compiling compelling business cases
- Strong industry knowledge and competitor understanding
- Able to investigate, document, and maintain records accurately
- Be professional, assertive, and amenable at all times
- Be familiar with market drivers, for example, legislation and technological advancements
- Proven problem solving and decision-making skills
- Proven experience of delivering and preparing presentations at all levels in a variety of business forums

ASSOCIATED KPIs

- To lead the Sensor product management function in delivering new products that delight customers and further accelerate the business' growth
- To assist the sales function with delivery of the budgeted numbers, through the support of key sales, marketing, and training activities
- To provide best in class levels of customer service, ensuring that all key stakeholders, both internal and external, are responsively supported and trained to the highest levels and with the latest market intelligence



TEAM AND REPORTING TO:

You will work within the Commercial Team reporting to the Head of Sensors and with management responsibilities for the Sensors Technical Support function.

BENEFITS:

- 25 days annual leave + Bank Holidays (annual holiday increasing with service)
- Excellent employer pension contributions of 8% after probation
- Life Assurance of 4% of pensionable salary
- Discretionary Annual Bonus
- Long term service awards
- Monthly lunch & drinks laid on by the company
- Sick Pay
- Christmas getaways
- On-site parking
- Private Medical with AXA
- Bike Purchase Scheme
- Car share scheme
- Early finish on Fridays

WORKING PATTERN:

- Monday to Thursday: 08:30 – 17:00, Friday: 08:30 –15:45
- Immediate start available
- Full time – Permanent position.
- Occasional travel and work outside of standard hours may be required

LOCATION:

This role is based at the ION Science head office, located in Fowlmere, 10 miles south of Cambridge. Outside of any required travel, the role is fully office based.

OUR CORE VALUES:



Due to the high volume of CVs we receive, it might not be possible to provide feedback to all applicants. If you are successful, we will be in touch to arrange a call with our recruitment manager.