



Job Description

Field Operations Manager

Engineering Department

The Business

Oxford Flow was founded in 2015 as a spin-out from The University of Oxford and produce the most precise and accurate flow control valves in the world; the range of pressure flow regulators are a fraction of the weight of traditional products and virtually maintenance free. This disruptive technology is used in water and gas distribution networks, oil and gas processes, and other industrial applications. Pressure Reducing Valves (PRVs) represent a £5bn sector of the global £70bn valve and actuator market.

The Role

Reporting to the Chief Technology Officer we are seeking a Field Operations Manager to support both the Field Operations and Engineering department.

Given the nature of our business, the ideal candidate will have control valve or pressure regulator experience in Gas Distribution & Transmission networks or Oil & Gas.

This is a global role that will require flexibility to travel regularly and often at short notice, therefore we are looking for a highly engaged, flexible and enthusiastic person to be an ambassador for Oxford Flow both in the office and with our customers in the field. This is both a “hands-on” and office-based role, with some time being spent in the workshop assessing clients’ technical issues.

Where existing products are deemed unsuitable for use in new customer applications, the Field Operations Manager would lead the review of whether a solution can be found through applications engineering or product development. Similarly, all new product introductions will be reviewed from a “real-world” perspective, to ensure suitability and maintainability in the field.

Responsibilities

- Manage the installation, commissioning, and maintenance of Oxford Flow products globally
- Be the first point of contact for customer support queries
- Provide after-sales support to customers
- Execute field trials for Oxford Flow products
- Train distributors and customers in O&M
- Monitoring of field trial data and report writing
- Uphold high standards of health and safety in the field and elsewhere
- Engage with the rest of the Engineering team and manufacturing teams to explore and verify the suitability of existing products for use in new customer applications, or propose the



modification of existing products to meet new functional requirements that meet the needs of the customer.

- Feed relevant details of customer enquiries into the Product Roadmap process with suggested new product development ideas that could satisfy the requirements of the customer

Required Skills and Experience

- Experience with valves/regulators in Gas Networks, Oil & Gas or Process Industries
- Mechanical Engineering qualification or demonstrable industry experience
- Highly technically competent to facilitate the installation, commissioning, and maintenance of Oxford Flow products globally
- Excellent interpersonal skills with the ability to understand clients' technical issues and troubleshoot
- Technical Report writing and data analysis capability
- Clear communication skills and patience in order to train customers to a high standard that they feel comfortable using Oxford Flow products
- Experience with CAD, P&ID would be beneficial
- Experience using SCADA systems, PLCs, RTUs, and Remote I/O is desirable

Other Information

- Based at our Osney Mead, Oxford / Pony Road site. Must be within commutable distance to be based at our offices three days a week
- Permanent, full-time role. Mon – Fri. 37.5 hours per week. Some flexibility on start/finish times
- Up to two days per week working from home
- 25 days' holiday per year plus all statutory holidays (in England)