



Job Description - Field Operations Manager

An exciting opportunity has arisen to join Evolve Dynamics as a full-time Field Operations Manager, based at our workshop near Farnham, Surrey.

About the role

As the Field Operations Manager you will be managing the operations for field activities, this includes demonstrations, training (internal and external), field service & repairs, assisting with R&D trials, customer support and other logistical/operational duties.

This role will require regular travel, nationally and internationally, sometimes at short notice. The ability to obtain security clearance is required in order to fulfil this role.

About the company

Evolve Dynamics is at the forefront of research, design and development of next generation UAS/UAV systems for the industrial, security & defence sectors.

Our mission is to develop autonomous/semi-autonomous, highly capable, and best in class UAV solutions.

We design and manufacture aircraft, ground control systems, camera/additional payloads and software. Our client base has grown 500% in the last 12 months and includes police forces, the military, fire services and search & rescue teams.

If you're looking for a role in which you will be able to contribute innovative ideas, learn from a dynamic and experienced team, and be challenged on a daily basis, then this is the job for you!

We are looking for highly motivated individuals who can think creatively, independently identify areas for improvement, tackle potential barriers to progress and propose solutions. The successful candidate will be responsible, thorough and accountable with a sharp eye for detail.

Salary negotiable, depending on experience and achievements.

Person profile

- Hard working
- Methodical and able to work under pressure
- Demonstrate a calm and stable approach all at times
- Reliable
- Ability to work under own supervision and manage own workload and tasks
- Flexible and able to manage priorities
- Trustworthy
- Enjoy practical work
- Good organisational skills
- Continuous improvement mindset
- Display a common sense and logical approach to problem solving
- A team player
- Attention to detail
- Good problem solving skills
- Good communication skills

Skills & Experience

Required:

- Operations management
- Engineering knowledge and qualifications (Software/Electronic/Mechanical)
- Project Management
- Experience with high pressure/sensitive situations
- Customer liaison & Support
- Risk management
- Health & Safety awareness and experience with managing it at a team level
- Incident management
- Aviation/flight operations experience
- Piloting experience

Desirable:

- Drone regulatory knowledge
- GVC/Equivalent drone pilot licence
- Knowledge/experience of drones

Responsibilities

Team Leadership

- Lead, mentor, and manage a team of skilled drone pilots and technicians, fostering a culture of innovation, safety, and continuous improvement.
- Provide guidance and support to ensure the team is proficient in operating and maintaining Evolve Dynamics products.

Project Management

- Plan and execute field operations for a variety of applications, including customer/reseller demonstrations, field service & maintenance, Customer Support, R&D trials and other business development activities.
- Develop and implement project plans, considering factors such as flight regulations, airspace restrictions, and client requirements.

- Coordinate reviews and gain approvals from various internal and external stakeholders prior to executing a plan to ensure its success.

Customer Management & Support

- Be the point of contact for customers that require repairs, services or maintenance, coordinate the efforts for external activities and work with the production manager for on site work.
- Handle inward and outward enquiries with customers and resellers to ensure they get accurate support in terms of sales or technical support, this will require redirect queries to the appropriate team.
- Build and maintain strong client relationships through effective communication and delivering high-quality results.

Training

- Coordinate training for internal pilots and externally as per customer deliveries
- Ensure that internal personnel using our products are sufficiently trained

Compliance and Safety

- Ensure strict adherence to local and federal regulations governing drone operations.
- Implement and enforce safety protocols and best practices to minimise risks and maintain a safe working environment for the team and stakeholders.
- Be the central reporting point of the business for incidents, manage their investigation involving technical teams and reporting back to the relevant authorities where required.
- Have ultimate responsibility and accountability for the safety and compliance of field operations/activities, governing the 'sign off' for such activities.

Hours

This is a full time position, based in our workshop near Farnham, Surrey. Hours are 0900 to 1730 Monday to Friday.

Salary

A very competitive salary will be paid for the position, dependent on experience.

Benefits

- 25 holiday days annually
- Participation in company's pension scheme (SmartPension)
- Support with training including paid study days and contribution to qualifications
- Eligible for company-wide bonus scheme
- Free snacks and drinks in the office
- Regular paid-for social events

Find out more

Interested candidates are welcome to get in touch to arrange an informal conversation before applying. Please email careers@evolvedynamics.com referencing the job title.

How to apply

Only applications made by email will be considered. To apply, please send a copy of your CV together with a covering note describing why you would like to work for Evolve Dynamics and what makes you suitable for the role to Sam Palfery, Programme Manager, at careers@evolvedynamics.com.

Applications will be considered on a rolling basis. The start date will be as soon as possible.

Discover more at www.evolvedynamics.com.