



Business Technology & Optimisation Specialist

Job Specification



About Filerder

Filerder Filter Systems Ltd is an ambitious and forward-thinking SME with over 40 years of expertise in the filtration industry. As independent specialists in the supply of liquid filtration and treatment solutions, we are proud to serve a diverse range of industries. Our filtration systems are widely used across sectors such as food and beverage, pharmaceuticals, engineering, automotive, beauty, aquatics and healthcare. For example, they are trusted by some of the world's most prestigious brands and organisations, including Coca-Cola, McLaren, Neal's Yard and the NHS.

At Filerder, we take pride in being a company that's "easy to work with", offering tailored solutions and exceptional customer service. Our reputation for excellence has been earned through our commitment to quality and global business partnerships. Our dedication to ensuring the highest standards for our clients is reflected in our £6 million stockholding, technical support systems, comprehensive training programmes and state-of-the-art laboratory facilities.



40+ years
as a filtration
expert



4,500 customers
across the UK & Europe



£6 million
of stock held



97%
of orders despatched
the same day

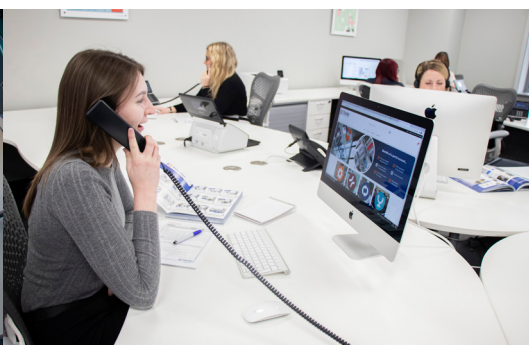


20+ years
of ISO 9001
Certified

Located in Maidstone, Kent, our modern and open-plan offices are equipped with an exceptional range of amenities, including free on-site parking, a chill-out room, a fully equipped kitchen, a gym and wellbeing suite, and changing rooms with showers. We're also committed to sustainability, with solar panels installed in 2022 and a fleet consisting of 95% electric vehicles with free to use on-site rapid EV charging facilities. Filerder has achieved ISO 14001 Environmental Certification, underscoring our commitment to reducing our environmental impact.

Our typical office hours are 9:00am to 5:30pm, although some departments operate on flexible schedules. We offer a range of employee perks and place a strong emphasis on professional growth and development, as well as a welcoming and positive working environment. It is important to us that our employees feel valued and have access to continuous learning, excellent benefits, and career progression opportunities.

Filerder consists of three entities: A UK Holding Company and two subsidiaries (UK and Poland) across 3 facilities.



Position Overview

Job Title:	Business Technology & Optimisation Specialist
Department:	Operations
Reports to:	Operations Manager
Hours:	Full-time, minimum 37.5 hours per week (Office hours: 9.00-17.30)
Annual Leave:	25 days + bank holidays + long service awards
Location:	On-site, Filerder Filter Systems Offices, Maidstone
Benefits:	www.filerder.co.uk/careers

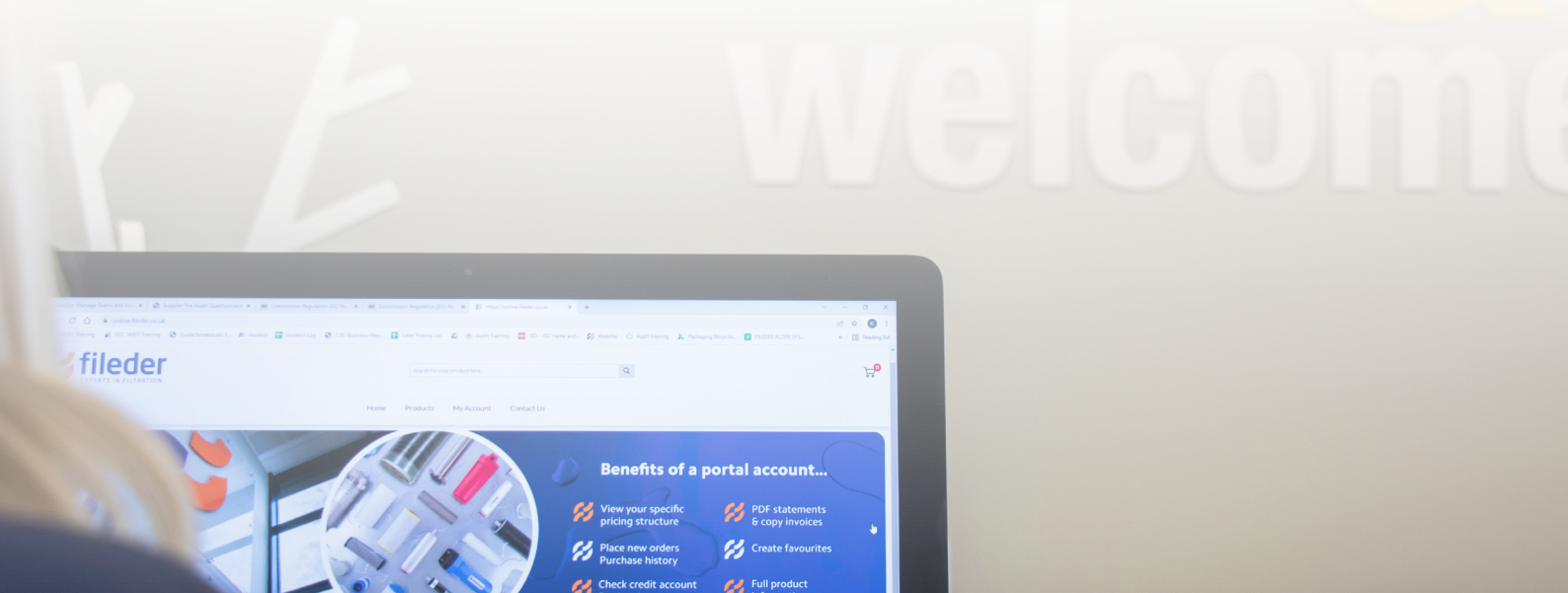
Are you commercially minded, curious about technology and excited by the potential for AI, third-party software and emerging technology to improve the way businesses operate? We are looking for a Business Technology & Optimisation Specialist who can spot opportunities to simplify work, eliminate unnecessary tasks and reduce duplication, then find and deliver practical solutions that make the business more efficient and cost-effective.

Working across every department - from Customer Service and Warehouse to Field Sales, Marketing and beyond - you will assess how people work, identify where technology, automation or process redesign can deliver measurable improvements, and ensure every investment provides a genuine commercial return. This is as much a people role as a technology role: success will depend on listening well, earning trust, understanding how teams really work and helping colleagues embrace practical change. Whether introducing new systems, optimising existing software or challenging established ways of working, your focus will be on saving time, reducing cost, improving productivity and allowing employees to concentrate on higher-value activities.

Job Role

Reporting to the Operations Manager, the Business Technology & Optimisation Specialist will take identified improvement opportunities and turn them into practical, commercially sound solutions. The role combines business analysis, solution selection and hands-on delivery, working with colleagues across the Company and utilising specialists or external vendors where their expertise is needed.

You will own the complete improvement lifecycle: researching and sourcing suitable solutions, evaluating value and risk, presenting recommendations, implementing directly where appropriate or coordinating in-house specialists and external vendors, overseeing User Acceptance Testing (UAT), training the Filerder Team and measuring adoption and results. You will also keep existing systems and new technology developments under review, ensuring the Company invests only where there is clear, worthwhile benefit.



Key Responsibilities

Business Process Review & Opportunity Identification

- Work with employees and managers to understand roles, processes, challenges and current use of technology.
- Identify duplication, unnecessary activity, manual tasks and inefficiencies, recommending where work can be streamlined, automated, eliminated, consolidated or reassigned to maximise productivity and reduce operating costs.
- Assess whether technology, process redesign or changes to responsibilities and job functions offer the best solution.
- Translate operational needs into clear requirements and prioritise opportunities by value, urgency, complexity and strategic fit.
- Recommend practical improvements where new technology is not required.

Technology Research & Evaluation

- Research and source relevant AI tools, devices, software, systems, applications and emerging technologies.
- Assess market developments for their practical value to Filerder.
- Compare and shortlist solutions against business requirements, usability, compatibility, security, scalability, supplier capability and commercial value.
- Arrange demonstrations, trials and user input where this supports effective decision-making.

Commercial Assessment & Recommendations

- Prepare clear business cases covering costs, benefits, risks, resources and expected return on investment.
- Assess total cost of ownership, including licences, hardware, implementation, support and training.
- Avoid introducing technology where the benefit does not justify the cost, complexity or disruption.
- Present balanced, commercially focused recommendations to senior leadership.
- Support supplier selection, negotiation and contract review with relevant colleagues and advisers.

Implementation & Project Delivery

- Manage approved technology projects from scoping through to successful implementation, taking direct ownership of delivery where appropriate.
- Coordinate in-house specialists, suppliers, vendors and technical partners where their expertise is required, ensuring responsibilities and timescales are clear.
- Oversee User Acceptance Testing (UAT), configuration, migration and launch activity as appropriate.
- Manage risks, dependencies and disruption, maintaining clear stakeholder communication and follow-through.

Training, Adoption & Optimisation

- Develop practical communication, implementation and training plans for users with different levels of technical confidence.
- Train and support the Filerder Team so employees understand how to use new technology confidently and how it improves their work.
- Provide or coordinate hands-on training, supporting materials and post-launch assistance, working with vendors or in-house specialists where appropriate.
- Monitor usage and outcomes to confirm expected benefits are achieved.
- Continue improving workflows, automation, configuration and user capability after launch.
- Promote consistent use and prevent unnecessary duplication of systems, tasks or processes.

Key Responsibilities

Existing Systems, Updates & Continuous Improvement

- Maintain oversight of the Company's key business systems and technology-enabled processes.
- Review significant releases, upgrades and new functionality for relevance and value.
- Recommend whether updates should be adopted, deferred or ignored based on benefit, risk, cost and operational impact.
- Ensure adopted updates are tested, communicated, implemented and used effectively.
- Review existing systems regularly to maximise value and identify redundant, overlapping or underused technology.
- Recommend the removal, consolidation or redesign of systems, tasks and job functions where this improves efficiency without weakening service or control.

Governance, Security & Supplier Management

- Work with internal and external IT support to ensure solutions are secure, appropriate and supportable.
- Consider cyber security, data protection, access controls, continuity and compliance in all recommendations.
- Ensure projects follow suitable approval, documentation and change-control processes.
- Monitor supplier performance, service quality and ongoing commercial value.
- Maintain clear records of system ownership, licences, renewals and key decisions.



Required Skills and Qualifications

- Experience improving business processes through technology, systems or digital tools.
- Strong business analysis skills and an understanding of how people, processes and technology interact.
- Experience evaluating and implementing software, systems or workplace technology.
- Commercial awareness and the ability to assess cost, benefit, risk and return on investment.
- Confident project-management and stakeholder-coordination skills.
- Excellent people, communication and presentation skills, with the ability to build trust, influence change and explain technical subjects clearly to colleagues at every level.
- Experience supporting training, adoption and post-implementation optimisation.
- Understanding of data protection, cyber security and technology governance.
- Highly organised, analytical and able to manage competing priorities.
- A relevant business analysis, project management or information systems qualification would be advantageous but is not essential.
- Must be eligible to work in the UK.

About You

You will be a practical, commercially minded problem-solver who enjoys understanding how a business works and how people really use its processes and systems. You will be comfortable discussing a frustrating daily task with an employee, assessing a supplier proposal, working alongside a technical specialist and presenting a balanced recommendation to senior leadership. Just as importantly, you will know that successful change depends on bringing people with you - listening carefully, communicating clearly and building confidence in new ways of working.

- Listens carefully and understands the problem before proposing a solution.
- Challenges unnecessary, duplicated or low-value work constructively.
- Combines analytical thinking, commercial judgement and practical delivery.
- Communicates clearly with technical and non-technical colleagues.
- Takes ownership from initial idea through to measurable results.

The Type of Person Who Will Succeed Here

We are looking for someone who can bridge the gap between business needs, people and technology. You will understand the real problem, challenge unnecessary or duplicated work and recommend the simplest effective solution rather than automatically choosing the newest option. You will be comfortable exploring the practical application of AI and third-party technology whilst keeping commercial value, usability and adoption at the centre of every decision.

Success will come from earning trust, making commercially sound recommendations and turning ideas into sustained improvement. Proposals must be practical, proportionate and capable of creating clear value, with solutions successfully embedded through effective implementation, training and follow-through.

