

Job Description

Job Title:	Engineering Manager
Location:	Bristol
Reporting to:	Head of Hardware
Contract:	Monday-Friday (37.5 per week), flexible working schedule

The Company

Our mission at Smartbox is to ensure no one is left without a voice. We create assistive technology for disabled people who experience difficulty with speech, to communicate and live more independent lives. A big part of our culture is our passion, which drives us to continuously improve our products, services and ways of working, so the people who use our technology can achieve their ambitions.

Based in the UK, US, France, Germany and the Netherlands, with partners in over 40 countries, we are a leading supplier in the global augmentative and alternative communication (AAC) community. We don't take this for granted, and every person in our team is key to ensuring more people who would benefit from assistive technology can access it.

The Job

We're looking for a practical, people-first Engineering Manager to support and lead our growing multidisciplinary engineering team. You'll be responsible for coordinating engineering delivery, building strong and compliant processes, and developing a high-performing team of firmware, mechanical, electronics and test engineers.

This is a critical role in a team developing medical and assistive technology for people who can't speak - products that must meet stringent safety, quality and regulatory standards. The ideal candidate will bring experience in regulated industries and a strong understanding of design controls, traceability, and documentation requirements for medical-grade hardware.

You will work closely with our quality and regulatory teams to ensure the hardware team consistently meets compliance needs while maintaining speed and creativity in design and development.

Duties will include:

- Technical planning & delivery
 - Oversee day-to-day engineering task planning and execution across firmware, electronics, mechanical, and QA/test.
 - Work cross-functionally with product managers and designers to align technical planning with product goals, ensuring engineering output consistently meets expectations for quality, cost, and time.
 - Support engineers in making architectural decisions that are robust, scalable, and support long-term maintainability.
 - Support engineers in making informed platform decisions, balancing innovation, reliability, cost, and compliance.
 - Make resourcing and delivery risks visible early at a leadership level.
 - Provide oversight and guidance on our component technology roadmap, aligning technical direction with product strategy.
- Process, quality & compliance
 - Develop and uphold product realisation processes to comply with ISO 13485, including documentation, review, IOVV, and transfer.
 - Take ownership for the engineering team's compliance with ISO 14971, IEC 60601-1 and other related standards necessary for ensuring essential safety and performance.
 - Ensure CAPA is executed with speed, precision, and clear, consistent communication that promotes trust, collaboration and resolution.
- QA/Test oversight
 - Oversee hardware testing, including test planning, traceability, verification, and formal reporting.
 - Manage the shared engineering lab space, ensuring it is safe, well-equipped, and well-used.
- Develop world-class engineers
 - Provide regular 1:1s, feedback, coaching, and career development support.
 - Help engineers set meaningful goals and hold them accountable.
 - Support onboarding and mentoring of new team members.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- A passion for improving lives through assistive technology
- Bachelor's degree in a relevant engineering discipline
- 3+ years' experience leading teams to deliver innovative products in a highly regulated industry
- Strong interpersonal and communication skills: able to listen, mediate, motivate, and build consensus across diverse technical teams.
- A hands-on, people-first approach, with a genuine interest in helping others grow and succeed.
- Deep understanding of electronic embedded systems.
- Deep understanding of engineering best practices, including structured design reviews, traceability, risk-based validation, and root cause analysis with a focus on building safe, scalable, high-quality products.
- Proven ability to balance speed and quality, helping teams stay focused and aligned without micromanaging.
- Strong working knowledge of UK MDR, EU MDR, and FDA 21 CFR Part 820 regulations for medical devices.
- Strong working knowledge of ISO 13485 (quality management), ISO 14971 (risk management), and IEC 60601 series (electrical safety).

Useful skills/attributes

- Systems engineering.
- Thermal engineering.
- Audio engineering.
- Jira.
- PDM / PLM / PIM.
- Zephyr.
- CAE / FEA / DOE.
- Intel / AMD.

Additional Information

- In this role, you will have the flexibility to work between your home and our office locations in Malvern and Bristol. For this role, we require the candidate to work in the Bristol office twice a week as a minimum.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with other teams in the business.

Rewards and benefits

Smartbox offers comprehensive benefits, including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days' holiday plus public holidays.
- Flexible working.
- Cycle scheme.
- Office snacks.
- Benefit and Wellbeing app Yulife, with store discounts and wellbeing services available.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.
- Complimentary theatre and cinema tickets to Malvern Theatres.
- EV car scheme through salary sacrifice after 2 years' service.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events, including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

Diversity and Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com or call 01684213075.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimising our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the

planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).