



Post: Electrical Door Systems Engineer
Responsible To: National Service Manager
Job Location: North London
Salary: £16 travel rate; £19 site rate

Overall Job Purpose

To take a lead role in delivering high-quality electrical servicing, fault-finding, installation, commissioning, and repairs across the full range of industrial and specialist door systems. This includes providing supervision and mentoring to other engineers, supporting technical surveys, and assisting with customer liaison and safety compliance.

The Electrical Door Systems Engineer is expected to carry out all duties in a timely, professional, and thorough manner, adhering to health and safety requirements and quality standards while contributing to a positive, customer-focused environment.

Behaviours

As a company, we set high standards of performance and ethical behaviours. The following company behaviours underpin the working environment and assist us in delivering our vision:

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference
- Accountable for actions
- Courageous leadership
- Environmentally responsible

Key Responsibilities

Health and Safety

- Ensure compliance with Risk Assessments and Method Statements (RAMS); lead by example in site briefings.
- Carry out Safety Audits on other engineers, ensuring site packs are read, signed, and adhered to.
- Stay up to date with latest industry standards and DHF guidance; escalate any safety or compliance issues to management.
- Operate safely at height and in line with PASMA/IPAF standards, ensuring safe use of tools and equipment.

Technical / Installation / Service

- Carry out electrical servicing, repairs, installations and commissioning work across the company's door product range.
- Support technical surveys, e.g., for top-end replacements or operational enhancements.
- Assist with installation of new door systems, ensuring appropriate handover and client satisfaction.
- Apply a hands-on, proactive approach to fault finding and resolving electrical issues efficiently and to a high standard.
- Interpret and work from electrical schematics and technical documents.

Quality and Compliance

- Conduct or support Quality Audits on repairs, PPMs and installations.
- Highlight potential quality issues and propose appropriate solutions.
- Ensure all documentation is accurately completed (e.g., site reports, time sheets) and submitted in a timely manner.

Customer Service and Site Conduct

- Act as a key point of contact with clients during on-site activities; ensure work is completed to their satisfaction.
- Provide feedback to management regarding customer needs, technical issues, or opportunities for improvement.
- Present a professional image at all times and maintain positive relationships with key client contacts.
- Ensure accurate, daily updates and site reports are provided to the Service department.

Team Leadership and Support

- Supervise and support other engineers on larger or more complex jobs.
- Mentor apprentices and less experienced team members to ensure development and compliance with standards.
- Provide assistance to Service Managers and Supervisors in resolving customer concerns.
- Support service continuity through participation in emergency call-out and cover arrangements.

Other Responsibilities

Continuous Personal Development

The post holder must be committed to their continuous personal development, in order to undertake the role more effectively and support the development of the company.

Diversity

The post holder is required to have due regard of equal opportunities at all times and to conduct

themselves in a manner that is fair and reasonable towards all, ensuring that exceptional service standards are maintained.

People Management

Mentor and share knowledge and best practice with less experienced members of the team.

Other Duties

The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time, within the general scope of the post. Any such duties should not substantially change the general character of the post.

PERSON SPECIFICATION

ELECTRICAL DOOR SYSTEMS ENGINEER

All criteria detailed below are essential, unless stated as “D” (desirable).

Criteria	Competency
Education and qualifications	<ul style="list-style-type: none">• Time-served Electrical apprenticeship or relevant Electrical NVQ and/or BTEC.• BS7671 18th edition qualification. <p>Must be willing to undertake and obtain the following:</p> <ul style="list-style-type: none">• IOSH Working Safely• ECS Card• Industrial Door Qualification• Work at Height training (PASMA / IPAF)• Asbestos Awareness
Experience, knowledge and understanding	<ul style="list-style-type: none">• In depth knowledge and competence in industrial and specialist door service industry.• Minimum 3 years' experience as a Service Engineer.• Knowledgeable and confident in dealing with colleagues and customers to ensure they are following correct procedures.• Good knowledge and understanding of Service customer relationship database (Job Logic or equivalent).
Skills	<ul style="list-style-type: none">• Strong grasp of Electrical principles and fault diagnosis.• Ability to follow and adhere to Risk Assessments.• Ability to read and apply Method Statements.• Ability to read and understand Electrical drawings.• Hands-on approach to progressing work.• Safe use of hand and power tools.• Ability to lead, motivate and coach others in the team.• Ability to supervise accuracy and quality of work.

Personal qualities and commitment	<ul style="list-style-type: none"> • Hard-working and motivated. • Team player. • Meticulous, with an eye for detail. • Resilient and calm under pressure. • Professional and customer-focussed. • Strong people and communication skills with team members and customers. • Committed to continuous improvement initiatives within the Service department.
Other factors	<ul style="list-style-type: none"> • Flexible and adaptable approach to working hours and job tasks with a willingness to work overtime as required. • Willingness to support work across the UK and overseas. • Right to work in the UK. • Full UK driving license.