



Post: Installation Engineer
Responsible To: National Service Manager
Job Location: North England
Salary: £14.77 travel rate; £16.88 site rate

Overall Job Purpose

Reporting directly to the Installation Manager, the Installation Engineer is responsible for delivering a high standard of mechanical installation and maintenance work across the full range of company products. This role requires the engineer to carry out installation jobs within the specified timescales, ensuring work is completed both efficiently and thoroughly to the defined quality standards. The post holder must work safely at all times, adhering strictly to risk assessments and method statements, and be capable of working at height, erecting mobile towers, and operating mobile elevating work platforms (MEWPs). Effective communication and liaison with colleagues and customers are essential to successfully manage fault finding, repairs, planned maintenance, commissioning, and handover activities.

Behaviours

As a company, we set high standards of performance and ethical behaviours. The following corporate 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
- Strive to achieve and maintain a friendly and professional working relationship with key contacts at regular sites within the area

Key Responsibilities

- Installation of company standard doors, including personnel steel hinged doors, sectional sliding/overhead doors, roller shutter doors etc. (training to be provided for specialist Clark Door installation)
- Installation and use of mobile scaffold towers if required. PASMA certification necessary
- Use of MEWPs (scissor lifter) if required. IPAF certification necessary
- Receive accurate information from the Installation office and act in accordance with information provided

- Provide accurate information for the Installation Supervisor in an agreed format (site report sheet) relating to installation/repair jobs completed. Data to be sent or faxed to head office daily
- Liaise with the Installation Manager regarding any technical matters requiring knowledge outside present scope, referring first to the installation instructions manual
- Liaise with the Installation Supervisor regarding the daily programme of work and job coordination
- Liaise with clients, ensuring they are fully aware and satisfied with all work carried out and any additional work required
- Complete the standard site report sheet in full, with particular importance placed on obtaining the client's signature
- Accurately complete weekly time sheets and van feedback sheets, returned to head office by Monday of each following week
- Continually review training needs and advise the Installation Manager of areas for improvement
- Present a professional image of the company at all times by attending sites wearing the Clark Door uniform
- Adhere to any client site safety equipment requirements; high visibility vests, overalls and protective footwear must always be worn
- Work in accordance with the company's safety rules and procedures at all times
- Work in accordance with the company's ISO9001 quality system procedures at all times
- Liaise with the Installation Manager regarding materials or information requirements for proposed jobs or jobs in progress to ensure rapid completion
- Maintain stock and tools held within the Installation van in a clean, tidy and secure manner
- Advise the Installation Manager of the need to service the van at least 500 miles prior to due mileage
- Advise clients of any additional work required to increase product reliability and stimulate further work
- Travel locally within the UK and occasionally abroad will be required to fulfil the responsibilities of the role

Occasional Tasks

- When requested, survey damaged doors or additional work and provide detailed information to the Installation Manager for accurate cost estimates
- Provide support to other Installation and Service Engineers where two-man working is required in other areas
- Effect repairs where necessary and safe to tools/cables or return to Carlisle for replacement
- Attend head office for relevant training or van stocktaking as requested
- Work within the works departments at Carlisle when requested
- Perform any other relevant tasks reasonably requested from time to time
- Support the growth of the Company's contract base and participate in the engineer sales lead scheme by bringing service contract lead information to the Service Manager's attention with a contact name and number

Supervisory Responsibility

- To manage the activity of any other second man when assigned on the same job

Supervision Received

- Day to day job allocation either direct or via telephone calls from the Installation Supervisor
- Day to day technical matters on site requiring assistance from the Installation Manager

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.

Health and Safety

The post holder is required to carry out relevant duties in accordance with the Company's Health and Safety policies and procedures (e.g. obtaining a CSCS card prior to site surveys).

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.

Quality

Support the company in striving to create a client service culture with total commitment to quality.

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

INDUSTRIAL AND SPECIALIST DOOR INSTALLATION ENGINEER

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

Criteria	Competency
Education and qualifications	<ul style="list-style-type: none">• Proven competence in Mechanical engineering.• CSCS card.• IPAF and PASMA qualifications (D)• Door and Hardware Federation (DHF) Safety certificate (D)• Familiar with safety requirements of common door types (e.g., Safety devices / Anti fall-back devices) (D)
Experience, knowledge and understanding	<ul style="list-style-type: none">• Minimum 3 years knowledge and experience of installing, servicing and repairing Industrial and Specialist Doors (Roller Shutters / Sectional Overhead doors / Steel hinged doors)• Experience of Coldstore doors / Rapid rise roll up doors / Horizontal / Vertical Sliding Doors etc. (D)• Ability to build scaffold, operate a MEWP and work safety at height.
Skills	<ul style="list-style-type: none">• Ability to effectively communicate well with customers and colleagues at all levels.• Ability to find faults and problem solve.• Excellent organisational and time management skills.• Willingness to take on and embrace new challenges to improve the organisation and the “customer” experience for businesses dealing with CDL.
Personal qualities and commitment	<ul style="list-style-type: none">• Hard-working, motivated and confident.• Driven and ambitious with flexibility and willingness to take on responsibilities and challenges with vigour.• Meticulous, with an eye for detail.• Resilient and calm under pressure.• Tactful, diplomatic and assertive when dealing with challenging situations with experience of conflict resolution (D).
Other factors	<ul style="list-style-type: none">• Work will be arranged as near to the engineer’s home location as possible but inevitably, some travel will be required. Working away from home for several consecutive days with

	<p>overnight will be required, with the occasional requirement to work overseas.</p> <ul style="list-style-type: none">• Flexible and adaptable approach to working hours and job tasks.
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