



Post: Service Engineer
Responsible To: Service Manager
Job Location: Slough, Berkshire
Salary: £16 travel rate; £19 site rate

Overall Job Purpose

As a Service Engineer, you will play a key role in the delivery of high-quality servicing, fault-finding, installation, commissioning, and repairs across a variety of industrial and specialist door systems. You will take technical ownership on site, supervise and mentor junior team members where required, and work collaboratively to ensure compliance, safety, and customer satisfaction at every stage of the service process.

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:

- Brief Risk Assessments and Method Statements (RAMS) to team members.
- Conduct safety audits on fellow engineers to uphold company safety standards.
- Maintain up-to-date knowledge of relevant legislation and DHF guidelines; report non-compliance concerns to the customer and office.
- Identify and recommend solutions to safety-related issues.
- Ensure work packs are reviewed, signed off, and followed accurately on site.

Quality Assurance:

- Perform quality audits on completed repairs, replacements, and preventative maintenance works.
- Assist in identifying and resolving quality concerns to ensure a consistent standard of service delivery.

Technical:

- Support the Service Manager and supervisory team in resolving complex customer issues.
- Conduct detailed technical surveys, such as assessments for roller shutter mechanism upgrades or control system enhancements.
- Assist with initial site surveys and technical scoping for new installations.

Customer activities:

- Coordinate directly with customer representatives while on site, ensuring clarity and professionalism in all communications.
- Provide timely feedback to the supervisory team regarding job progress or issues encountered.

Team Collaboration & Leadership:

- Taking the lead and supervising other engineers on larger jobs.
- Support and mentor apprentices with training and development.
- Support the supervisory and management team to retain existing customers and assist with winning new customers.
- Assist in emergency cover and call outs.

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

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>Willing to undertake (if not already held):</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"> Good understanding of Electrical principles. 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.

