



**Engineering Doors.
Opening Futures.**

The Market Leader in Special Purpose Door Systems

At Clark Door, we believe that great work deserves great rewards. That's why we've designed a benefits package that supports your well-being, growth, and happiness; both inside and outside of work.



Why Work With Us?

Career Development – Grow with us through structured training, development pathways, and clear career progression opportunities.

Generous Annual Leave – Enjoy 33 days of annual leave, inclusive of bank holidays, to rest and recharge.

Birthday Off – Celebrate your special day with an extra day off, no annual leave required.



Loyalty Reward Scheme – Earn an additional day of annual leave after 3 and 5 years of continuous service, recognising your dedication.

Life Assurance – Peace of mind with life cover at 4x your basic salary.

Holiday Flexibility – Access our holiday purchase scheme to tailor your leave to your lifestyle.

Financial Benefits – Company pension contributions and employee discounts to support your financial wellbeing.

Family-Friendly Policies – Enhanced maternity and paternity leave designed to support you through life's big moments.

Health & Wellbeing – Stay active with our cycle-to-work scheme and benefit from additional store discounts.

Sick Pay Support – Company-funded sick pay provides security when you need it most.

Be Kind Day - two working day's paid leave per year to undertake volunteer work with a registered charity.

www.clarkdoor.com/careers

SERVICE ENGINEER ELECTRICAL

Responsible To: Service Manager

Location: Oxford

Salary: Rates to be discussed on application

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 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

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

Health and Safety

The post holder is required to carry out the duties in accordance with the Company's Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all staff.

Quality

To support in striving to create a client service culture with total commitment to quality.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

How To Apply

At Clark Door, we are committed to attracting talented individuals who share our dedication to quality, innovation, and excellence. To ensure your application is processed efficiently, please follow the below:

Please include the following documents:

- Your CV – highlighting your skills, experience, and achievements.
- A cover letter – outlining your interest in the role and why you believe you are a strong fit for Clark Door.

Submit your application to: careers@clarkdoor.com

To help us direct your application correctly, you **must** include the job title you are applying for in the subject line of your email. Example: "Application – [Job Title]"

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. Willing to undertake (if not already held): <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">• Willingness to work flexibly as required.• Driving licence is essential with regular travel to various customer sites.• Right to work in the UK





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SPECIAL PURPOSE DOOR SYSTEMS**

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