

Out of Hours Helpdesk Advisor – Home based

Company Overview

Record UK, part of the globally renowned ASSA ABLOY Group, is a leading UK specialist in automatic pedestrian door systems, benefiting from the scale, stability and international reputation of a Fortune Global 500 company operating in over 40 countries. We design, manufacture, supply, install and service an extensive range of automated door systems and aluminium shopfronts for clients across sectors including retail, transport, healthcare, commercial buildings and the public sector, helping millions of people move safely and efficiently through buildings every day.

Due to continued growth and high demand for its services, the company is now seeking to recruit a suitable candidate to join the Service Team to cover out of hours service calls.

Joining Record UK means becoming part of a business that is:

Growing and Future-Focused: We are continuously investing in innovation, digitalisation, sustainability, and the development of our people—ensuring that those who join us are part of a company shaping the future of entrance solutions.

Industry-Leading: Our engineering excellence, product reliability and nationwide service capability have made us one of the most trusted names in the automatic door industry. You'll be working with market-leading technologies and solutions that set the benchmark across the sector.

Global Strength, Local Impact: While we operate at an international scale, we maintain a strong UK identity with teams across the country delivering outstanding service to local clients. This combination of global stability and local agility creates a unique and rewarding working environment.

A Place to Build a Career: Whether you're an experienced professional or growing your career, Record UK offers clear pathways for development, training, and progression. Our supportive culture values collaboration, innovation and customer excellence - empowering you to make a real impact.

Job Description

This is a home-based role reporting to the Helpdesk Team Leader. This role will consist of working to a rotational shift pattern, covering evening, weekend and on-call work. This is a part-time role, averaging 21.5 hours per week, with the possibility of overtime. You will get 1 in every 3 weekends off, and there will be a requirement to be in the office 1 day per month for ongoing training and team collaboration.

When doing the evening shift, the requirement would be that from 16:30 to 23:00 the mailbox would be monitored and then from 23:00 to 07:30, you will be on call to answer any emergency calls that come through.

The successful candidate will be required to be in the office during their initial training, typically for the first 4 weeks. We will be accommodating around your commitments; however we believe this will set you up for success.

What We Are Looking For

- Strong organisational skills.
- Excellent communication skills (written and verbal).
- Ability to prioritise, think quickly, and make decisions under pressure.
- Good problem-solving ability.
- A strong sense of urgency.
- Ability to work effectively in a fast-paced environment.
- Reliability and consistency.

Core Responsibilities

- Logging calls on internal systems and arranging labour within required timescales.
- Monitoring the mailbox during evening shifts (16:30–23:00).
- Handling emergency on-call duties (23:00–07:30).
- Providing proactive customer updates and incoming call handling.
- Efficiently planning routes for call-out engineers to minimise travel time.
- Providing basic technical support to customers to avoid unnecessary call-outs.
- Ensuring internal and client-specific systems are updated in line with SLAs.
- Contributing to ISO Business Management systems compliance.
- Ensuring all out-of-hours calls are attended and completed within SLA.

What Will Set You Apart

- Experience working in an out-of-hours or helpdesk environment.
- Confidence in making quick, accurate decisions independently.
- Ability to remain calm and professional during high-pressure or emergency situations.
- A proactive approach to identifying customer needs before escalation is required.
- Strong coordination skills, especially when managing engineer call-outs.
- Familiarity with SLA-driven environments and performance metrics.
- Experience providing first-line technical support over the phone.
- Comfort working independently during evening and on-call hours.
- Attention to detail when updating systems and maintaining compliance.

Benefits of working at Record UK

As part of Record UK, you'll enjoy a rewarding career with benefits designed to support your well-being and professional growth.

These include:

- 33 days of annual leave (pro rata based on part-time hours)
- Life assurance scheme
- Enhanced sick pay
- Annual salary review scheme
- Access to an online employee benefits portal
- Access to an extensive online training portal
- Access to an Employee Assistance Program

**Equal Opportunities Statement**

Record UK is an Equal Opportunity Employer. We are committed to equality of opportunity and to following practices which are free from unfair and unlawful discrimination. All qualified applicants will be considered for employment without regard to age, disability, ethnic origin, race, sex, gender identity and expression, sexual orientation, religion or belief and family or parental status. We are committed to fostering an inclusive workplace that celebrates diversity and promotes equity.

How to Apply?

If you think you would be a good fit for our team, then please email your CV to recruitment@recorduk.co.uk by Thursday 2nd April 2026.