

## **Service Engineer**

### **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 increasing demand for our services, we are now seeking a suitable candidate to join our Service Engineering team, based in Coventry.

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

### **Growing and Future-Focused**

With the backing of ASSA ABLOY and an expanding UK presence, Record UK is on a strong growth trajectory. 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 access 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.

### **Why Join Us?**

You'll be joining a skilled and dynamic team, working with cutting-edge automatic door systems. This role offers a mix of hands-on technical work, independent problem-solving, and collaboration with colleagues. You'll gain valuable experience servicing, maintaining, and installing a variety of automatic doors while contributing to our ISO Business Management systems. With company-provided tools, vehicles, and support, you'll be fully equipped to succeed and grow in your role.

### **What Will You Be Responsible For?**

Service, Maintenance, and Installation

- Service, maintain, and repair a variety of automatic door systems
- Undertake installation projects for automatic doors as required
- Respond to reactive calls, scheduled maintenance, and service visits
- Work both independently and as part of a team to complete tasks efficiently

#### Scheduling and Communication

- Liaise daily with the office to schedule work
- Complete and submit electronic paperwork, customer portals, and permits as required

#### Compliance and Quality

- Follow company procedures and contribute to ISO Business Management systems
- Work safely and professionally, ensuring all work meets regulatory and quality standards

#### Equipment and Support

- Use company-provided vehicle (business use only), tools, access equipment, mobile device, and PPE
- Full uniform provided

### **What Are We Looking For?**

- Full UK driving licence
- Experience in the service and maintenance of automatic doors
- Good organisational and communication skills
- Excellent customer service skills
- Ability to work both independently and as part of a team
- Ability to work under pressure and meet deadlines
- BS7036 / EN16005 registered
- Willingness to undergo a disclosure check
- Enthusiastic, motivated, and passionate about the job
- A strong team player

### **What Will Set You Apart?**

- Previous experience working on a variety of automatic door systems
- Confidence managing your own schedule and completing work with minimal supervision
- Strong problem-solving skills and attention to detail
- Commitment to continuous improvement and contributing ideas to the team

### **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:**

- Competitive Salary
- 33 days of annual leave
- Door to door travel paid
- Efficiency bonus
- A company van, power tools, mobile and tablet

- Snickers uniform
- Life assurance scheme
- Enhanced sick pay
- Annual salary review scheme
- Access to discounted retailers, cinema, gym memberships via our 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](mailto:recruitment@recorduk.co.uk).