

Regional Field Service Manager – London

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 Engineer Management team, based in and around London.

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

Joining a tight-knit team of Field Service Managers, you will be responsible for leading a team of Field Service Engineers, whilst ensuring operational efficiency and high service standards.

Key responsibilities

- **Team Leadership & Performance:** Oversee all aspects of field team management including van usage, stock control, holiday approvals, sickness monitoring, appraisals, training, and performance management.

- **Operational Oversight:** Manage call-out rotas, customer queries, site surveys, and meetings. Ensure engineers complete all required documentation including worksheets, timesheets, customer-specific paperwork, portals and training requirements.
- **Compliance & Quality:** Conduct live audits and ensure quarterly site audits are completed to maintain high standards. Monitor Health & Safety compliance across the team.
- **Training & Development:** Identify skill gaps and training needs. Deliver toolbox talks and coordinate training through technical leads.
- **Planning & Efficiency:** Collaborate with the planning team to optimise scheduling and meet PPM and SLA targets.
- **Communication & Collaboration:** Lead regular team conference calls and attend management meetings. Share feedback and insights to support continuous improvement.
- **Recruitment & Growth:** Identify recruitment needs and participate in interviewing and onboarding processes.

What Are We Looking For?

- Previous experience as a Service Engineer with strong product knowledge and proven fault-finding and diagnostic capabilities.
- Experience leading, mentoring or supporting teams within a field service or engineering environment.
- Strong understanding of operational service delivery, customer expectations and performance management.
- Excellent communication and interpersonal skills, with the ability to build effective relationships at all levels.
- Self-motivated, organised and committed to continuous professional development.
- Confidence in delivering toolbox talks and supporting the training and development of others.
- Awareness and understanding of Health & Safety requirements and best practices.
- Full UK Driving Licence.
- A strong focus on quality workmanship, customer satisfaction and attention to detail.

What Will Set You Apart?

- ADSA EN16005 qualification or knowledge of automatic door compliance standards.
- Proven ability to drive team performance, improve operational efficiencies and implement best practices.
- Experience undertaking site audits and ensuring compliance with quality and safety standards.
- A proactive approach to coaching, mentoring and developing engineers.
- Strong problem-solving skills with the ability to make informed decisions in a fast-paced field service environment.
- Experience working collaboratively across planning, operations and customer-facing teams to achieve business objectives.

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 (incl. Bank Holidays), increasing with length of service to 35 days
- Company van
- Snickers Uniform
- 3x Life assurance scheme
- Enhanced sick pay
- Enhanced family leave 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 by Friday 14th August 2026.