



Service Engineer – Exeter and Surrounding Area

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.

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

Role Overview

- Report to the Field Service Manager within your region
- Complete internal and field-based training to gain full knowledge of products and procedures
- Work independently once training is complete

Duties and Responsibilities

- Service, maintain, and repair a range of automatic door systems
- Respond to reactive call-outs, planned maintenance visits, and service schedules
- Carry out installation projects on various automatic door systems
- Travel within the region, with occasional work outside the area
- Work both independently and as part of a team

Planning, Communication, and Compliance

- Liaise daily with the office regarding job scheduling
- Complete electronic paperwork, customer portals, and permits accurately and on time
- Contribute to ISO Business Management systems
- Ensure all work is completed safely, to industry standards, and with a professional, customer-focused approach

What we are looking for

- A full clean driving licence.
- Experience in the service & maintenance of automatic doors.
- Good organisational & communication skills.
- Excellent customer service skills.
- The ability to work individually and as part of a team.
- The ability to work under pressure and to meet deadlines.
- BS7036 / EN16005 registered.
- A disclosure check will be undertaken.
- Enthusiastic and passion for the job.
- Good team player.

What will set you apart?

- A flexible and proactive approach to work, including travel and varied working hours
- Strong problem-solving skills and attention to detail
- Commitment to delivering high standards of workmanship and customer satisfaction

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 (incl. Bank Holidays)
- Door to door travel paid
- Efficiency bonus scheme
- Life assurance scheme
- Enhanced sick pay
- Annual salary review scheme
- Christmas shut down period with an ex-gratia half day on Christmas Eve
- Access to an online employee benefits portal
- Access to an extensive online training portal
- Access to an Employee Assistance Program

If you are ready to take the next step in your career, we'd love to hear from you! Apply now by sending your CV and covering letter to recruitment@recorduk.co.uk with the subject line 'Service Engineer – 'Exeter Location'. **Closing date: 1st May 2026**