

Service Planning Coordinator

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 Planning team, based at our Head Office.

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

We have an exciting opportunity for a Service Coordinator to join our busy Service Team. This role is ideal for someone who thrives in a fast-paced environment, enjoys delivering exceptional customer service, and has a strong ability to plan, prioritise, and coordinate engineering resources to meet customer and business requirements.

As a key member of the Service Team, you will help ensure the efficient delivery of reactive and planned maintenance works, supporting customers, engineers, and colleagues to achieve excellent service outcomes.

Key Responsibilities

- Scheduling engineers and planning workloads to meet SLA targets for reactive works, quoted jobs, and PPM activities.

- Optimising engineer routes and resources to maximise efficiency and productivity.
- Delivering excellent customer service through effective communication with customers, engineers, and internal teams.
- Maintaining accurate records across service management systems and client portals, ensuring visibility of job progress.
- Monitoring service performance against key KPIs and taking proactive action to address issues.
- Supporting the Service Mailbox and contributing to continuous improvement and ISO management processes.

What Are We Looking For?

To be successful in this role, you will have:

- Strong organisational and planning skills, with the ability to manage multiple priorities simultaneously.
- Excellent communication and interpersonal skills, with the confidence to engage professionally with customers, engineers, and colleagues.
- The ability to work effectively in a fast-paced environment while maintaining accuracy and attention to detail.
- Experience working to service level agreements (SLAs) and performance targets.
- Strong IT skills and confidence using scheduling systems, service management software, and Microsoft Office applications.
- A proactive approach to problem-solving and the ability to make effective decisions under pressure.
- A positive, flexible, and team-focused attitude with a commitment to delivering excellent customer service.

What Will Set You Apart?

While not essential, the following qualities and experience will help you stand out:

- Previous experience in a service coordination, scheduling, planning, helpdesk, or customer service environment.
- Experience within a facilities management, maintenance, engineering, or field service environment.
- Previous experience scheduling engineers or coordinating mobile workforces.
- Knowledge of Planned Preventative Maintenance (PPM) scheduling and reactive maintenance processes.
- Experience using service management systems, workforce scheduling tools, or client portal platforms.
- A strong understanding of KPI management and service performance reporting.

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

- Efficiency bonus
- 3x Life assurance scheme
- Enhanced sick pay
- Annual salary review scheme
- Fresh fruit, tea and coffee provided
- 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 7th August 2026.