



Service Project Manager

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 Project Management 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

Service Projects

- Lead and deliver service-led projects from initiation through to full implementation
- Support the creation, launch, and ongoing enhancement of new service products
- Improve service processes, tools, and ways of working to drive consistency, efficiency, and performance
- Maintain project momentum, manage risks, and ensure each initiative delivers measurable results
- Take full accountability for delivery—not just coordination

Customer Experience (CX)

- Own the customer experience agenda across the entire Service business
- Establish, maintain, and improve CX measurement and scoring frameworks
- Work with operational teams to identify root causes and deliver practical, meaningful improvements
- Drive sustained improvements in customer outcomes and overall CX performance

Continuous Improvement (BOS)

- Strengthen and support our continuous improvement programme
- Use our Business Operating System (BOS) to structure project delivery and track performance
- Lead service maturity assessments and drive the actions needed to increase maturity scores
- Ensure improvements are embedded into day-to-day operations so they stick

Collaboration & Stakeholder Engagement

- Partner effectively with all Service teams to deliver shared initiatives and goals
- Build strong relationships, influence without authority, and gain buy-in across departments
- Act as a central point of coordination for service-wide change and improvement projects

What we are looking for

- Proven experience delivering projects within a service, operations, or customer-focused environment
- Demonstrated ability to take ownership of projects and deliver measurable outcomes
- Experience working across multiple teams and influencing stakeholders without direct authority
- Strong understanding of service operations and end-to-end service delivery
- Experience improving customer experience using data, insight, and feedback
- Ability to manage multiple priorities, maintain momentum, and meet deadlines
- Confident communicator, able to engage effectively with frontline teams and senior stakeholders
- Strong problem-solving skills with a practical, delivery-focused mindset
- Experience working with structured operating systems, continuous improvement frameworks, or maturity models
- High level of organisation, attention to detail, and accountability

What will set you apart?

- A delivery-focused mindset with the confidence to challenge existing practices
- Natural leadership qualities and credibility with frontline teams
- A strong customer focus and a pragmatic approach to solving problems
- Ability to turn data, insight, and feedback into clear actions and improvements

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)
- 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 Project Manager'.