

JOB DESCRIPTION

Job Title:	Engineer	Location:	Norwich
Reports to:	Operations Manager	Direct Reports:	0

Primary Objectives
To carry out installation, service, maintenance and repair work of all GDUK Door systems to the complete satisfaction of customers and in the most efficient, cost effective manner.

Key Responsibilities	Measure of Success
To carry out all customer work associated with the installation, repair and servicing of door systems.	Completion of all allocated work to a high standard.
To complete all allocated work within the most cost efficient timescales.	Work is completed within budgeted labour and materials costs.
To carry out a dynamic risk assessment for every site visit to minimise all potential risks to self and others.	Dynamic risk assessment completed on every work sheet. No accidents or injury.
To diagnose and quantify repairs or upgrades and price accordingly. To maximise all revenue opportunities.	All repairs successfully diagnosed and optimum first time fix rate is achieved. The job holder actively seeks out revenue generating opportunities.
To participate in the out of hours call out and standby rotas.	100% participation in standby and call out rotas as required.
To complete all relevant paperwork clearly and concisely. To ensure all timesheets and other paperwork are submitted on time.	All timesheets and paperwork completed accurately and submitted on time.
To adhere to company quality standards at all times. To meet customer expectations on service delivery and professional standards.	SQI Compliance. The job holder consistently works to a high standard. Customer, colleague and Engineering Team Leader feedback is consistently positive.
To adhere to all company policies and procedures.	The job holder complies fully with all company policies and procedures.
To be responsible for personal development. To attend training courses as required	The job holder actively seeks ways to improve personal skills and knowledge, and willingly attends all scheduled training

GDUK Door Solutions Ltd
Estimating Department

Sercuripac House, Wimsey Way
Sercuripac House, Wimsey Way
Alfreton, Derbyshire, DE55 4LS

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Registered No. 11859007, England
T. 0800 316 6994

Registered Office

Ensure ways of working promote a clean and safe working environment at all times.	The job holder is fully compliant with all health & safety policies and procedures. The job holder maintains a clean and safe working environment. No accidents.
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Required Knowledge, Skills and Abilities

Experience of the installation & maintenance of doors, 3 years' experience in the industry preferable
Good organizational and communication skills plus the ability to work individually or as part of a team
Must be physically able to carry out the role and able to work unsociable hours sometimes away from home
Must be able to satisfactorily pass a DBS check
The ability to work under pressure and to meet deadlines
A blue card for working on water authority premises is desirable

Education, Experience and Qualifications

Relevant CSCS card desirable
BS7036 or BSEN16005 desirable
IPAF, PASMA desirable
An NVQ in door systems engineering is desirable
Welding experience or an associated qualification is desirable

Physical Demands

This job may require working outdoors in all weather conditions
This role requires physical fitness & dexterity

Work Environment

This role necessitates frequent travel and may require overnight stays away from home. Weekend, out of hours, unsociable hours and night working is a requirement of the role.
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This Job Description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. It is understood by the job holder that elements of this job description will adapt to a changing environment and business demands.

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Last Updated	Matthew Pullin
Updated by	March 2023

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