

	Job Description	
	Role	Automated Door Engineer
	Department	Electrical Team
	Reporting line	Electrical Manager

General description:

AFM is a leading Channel Islands facilities management and building services provider. A substantial privately owned SME, we have been serving the Channel Islands community for over 60 years. We aspire to provide an exceptional customer experience, supported by a unique delivery model combining local expertise and best-in-class technology, enabling a comprehensive service offering and value for money.

Purpose of the Role:

The Automated Door Engineer will be proficient in all aspects of automated doors, barrier systems, gates, roller shutters and associated electrical and mechanical systems. The post holder will demonstrate the experience, technical competence and problem-solving skills required to safely deliver the installation, commissioning, servicing, maintenance, testing and repair of all relevant systems, including but not limited to:

- Automatic doors of all types (commercial and domestic)
- Car park barriers
- Domestic and industrial roller shutters
- Automatic gates of all types (commercial and domestic)

The engineer will work closely with the Electrical Manager and Auto Door Supervisor to ensure all works are completed safely, efficiently and in accordance with company procedures, relevant legislation and industry standards.

The Role and Responsibilities (not limited to) are as follows:

Business Delivery:

Provide efficient and effective delivery of;

- Installation, commissioning, servicing, maintenance, fault finding, repair and replacement of automated doors, gates, barriers, roller shutters and associated access control systems;
- Ensuring all works are completed safely, efficiently and in compliance with current legislation, British Standards, EN16005 requirements, manufacturer specifications and company procedures;
- Undertaking planned preventative maintenance (PPM) and reactive call-out activities to minimise downtime and maximise system reliability;
- Diagnosing electrical, mechanical and control system faults and implementing effective corrective actions;
- Completing all service reports, inspection records, commissioning certificates and regulatory documentation accurately and within required timescales;
- Liaising professionally with clients, site representatives, subcontractors and suppliers to ensure successful project delivery and customer satisfaction;
- Supporting project installations, upgrades and refurbishment works across commercial, industrial and residential sites;
- Managing and maintaining company-issued tools, vehicles, test equipment and materials;

- Identifying opportunities for remedial works, system improvements and electrical upgrades and reporting recommendations to the Electrical Manager;
- Participating in the out-of-hours call-out rota and providing emergency support when required;
- Maintaining compliance with company Health & Safety policies, risk assessments, method statements and quality management procedures;
- Acting as a technical representative of the company and promoting high standards of workmanship, professionalism and customer service at all times;
- Reporting directly to the Electrical Manager on operational performance, technical issues, resource requirements and customer-related matters;
- You may be required from time to time to undertake other tasks that fit your skill set but may not form part of your regular role;

Customer Focus:

- Deliver high quality standards of technical and customer service across our customer base;
- Communicate and engage with customers in a professional and helpful manner at all times;
- Attend and actively engage in customer meetings if and when required;
- Aid the development and growth of the business when opportunities arise, including continuous improvement in quality and customer service delivery;

People Responsibilities:

- Supervise and support the engineers on site to ensure an efficient and compliant environment, with good levels of productivity;
- Ensure open channels of communication and effective support to the wellbeing of the team;
- In conjunction with the management team, support the development, coaching and mentoring of the team, including identification of training and development needs, recognition and performance management;
- Providing technical and training support;
- Attendance and active participation in team meetings and 1:1s
- Promote a collaborative working relationship across all teams within AFM (Pan Island);
- Act in accordance with the AFM HR policy at all times;
- Occasional interisland travel for work activities, support and cross training;
- Allocation of Out of Hours Emergency call out cover in conjunction with the Service Desk;

Health and Safety:

- Ensure self and team compliance with Company H&S policy and execution of the highest standards of H&S at all times;
- Review RAMS and COSHH sheets to ensure instruction sets are up to current standards and working practices;
- Self-assess risk and notify manager/colleagues of any concerns in accordance with our H&S escalation processes;
- Attend training courses (locally and on the mainland) as required, which may include (but not be limited to) IOSH Working Safely, Asbestos Awareness, Working at Height;

Key attributes:

- Technical competence including recognised qualifications (i.e. City & Guilds or equivalent)
- Proven people management experience;
- Act with professionalism and integrity at all times, as an ambassador both inside and outside for AFM;
- Be passionate about customer service excellence and quality standards throughout AFM;
- Strong interpersonal and communication skills and able to build trust with colleagues and customers;
- An understanding and appreciation of cost control against time allocation is essential;
- Proactive approach to conducting works and problem solving;
- Understand the importance of paperwork and submit in a timely manner;
- Highly organised and able to work under own initiative;
- Strong time management skills for self and others and ability to work under pressure;
- Professional and proactive approach to conducting works and problem solving;
- Ability to work both individually and as part of a team;
- Ability to prioritise workload and to follow processes and procedures (AFM's and Customer's);
- Ability to manage processes and procedures;
- Ability to maintain the strictest of confidence in all matters relating to AFM business and in accordance with Company policy;

General requirements for the role:

- Adhere to the company dress code;
- Hold a full & current, category B driving licence;
- Provision of own tools to carry out role (with the exception of specialist equipment required for specific task at the request of AFM). Repairs/replacement of employee tools remain the responsibility of the employee;

Personal Development/Training relating to the role may include

- H&S Training; for example: regulations, testing and inspection;
- Health and Safety: IOSH Working Safely, Asbestos Awareness, Working at Height, toolbox talks;
- Professional/skills training; for example: Electrical Engineering Certification & CPD's, manufacturers training;
- In-House Training; for example: IT systems including CAFM, H&S, internal processes;