

## Job Description

**Role:** Automated Gates & Barrier Service & Reactive Engineer  
**Location:** Field based – London & Home Counties

## Company Overview

Amthal Group is a newly formed independently owned group of established businesses who design, install, maintain, and monitor electronic life safety and security systems. Amthal Fire & Security ( AFS ) established 2000 operate from St Albans in Hertfordshire with current sales of £5.5m and 65 team members.


Integrated Protection Maintenance Services ( IPL ) established 2005 operate from Coleshill in Birmingham with current sales of £1.9m and 14 team members. The combined vision of the group is to scale a sustainable and dynamic group of businesses through continuous investment & development in its people.


With a mission to provide compliant protection, unrivalled customer experience and professional service. Committed to achieving operational excellence, through empowering and developing, exceptional talent, to maintain our friendly and supportive environment.


## Role Overview


In line with Amthal's strategic people plan we have a highly rewarding position, to join a strong and dedicated operations team, providing a high level of job satisfaction.


The successful candidate must be self-motivated and able to organise themselves, as well as contributing to the operational team, whilst delivering the highest level of customer service to all clients. They should have the ability to carry out the preventative servicing and fault investigation as required of automated gates and barriers, while learning to develop their electronic security system skills.

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## Duties & Responsibilities

- Maintenance of automated gates and barriers
- Fault finding and repairs to automated gates and barriers
- To provide reliable, quality support to our customers at all times
- To have a professional telephone and face to face manner
- Assist customers and regional team with technical issues
- Have a flexible approach to working hours when required
- Provide assistance and training to other Amthal team members as required
- Ensure you operate in line with Amthal's vision mission and values

## Skills & Experience

- Must have a high level of experience of our industry
- Excellent technical knowledge of gates and barriers
- Have a systematic/logical approach to tasks & problems
- Ensure all tasks are carried out quickly & efficiently
- Be presentable in person and in vehicle and tools
- Excellent communication and organisational skills
- Be aware of and responsible for the equipment required to complete the necessary works including emergency van stock.
- Understand the need for precise completion of paperwork records of jobs and full use of PDA device.
- Have a polite but assertive telephone manner
- Good knowledge of London and the home counties postcodes
- Good customer service skills ability to motivate staff & colleagues and lead by example
- The ability to think laterally and "out of the box"
- Prompt and consistent time keeping

## Health & Safety Responsibilities

The successful candidate must be able to demonstrate a personal commitment to health, safety and the environment by following:

- Amthal Fire & Security's health & safety policy & procedures
- The health & safety at work act along with all site specific & statutory health, safety and environmental regulations & policies
- Method statements and risk assessments
- Participate & understand tool box talks

