

## Job Description

**Role:** Multi Skilled Security 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. The 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 growth plan we are continuing to expand the engineering teams. This is a highly rewarding position, joining 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 preventative servicing and fault find as required on electronic security systems.

 Amthal-security-limited

 Amthalfiresecurity

 Amthaladvantage

 Amthaladvantage

 Amthalfiresecurity

At Amthal, we aim to invest and empower you to continue our mission of being one of the nation's trusted commercial fire and security partners whilst maintaining our friendly and supportive culture.

Join our team where your dedication and integrity will be recognised with opportunity and progression whilst ensuring a healthy work life balance.

We're proud to be one of the nation's trusted security and fire protection partners. Our success lies in creating a working environment where every individual is motivated to work together and exceed the expectations of our customers.

We value our people and will support you to deliver on all aspects of our business with integrity and dedication.

**Team member benefits include:**

- 9 day working fortnight
- A company culture that promotes work life balance
- Wellness & Employee Assistance Programme (EAP)
- YuLife – The #1 rated benefits programme
- Death in service insurance cover
- Access to mental health care support
- Careers progression via both technical and managerial pathways
- Regular one-to-one check-ins with your line manager
- Continuing Professional Development and ongoing training
- 25 days' holiday, plus Bank Holidays, increasing to 35 days (1 day extra per annum to 30 days and a further 5 days after 10 years)
- An accredited Living Wage employer
- Field team paid door-to-door
- Team member of the month prizes to recognise outstanding contributions
- Annual company day to share successes and strategic plans



## Duties & Responsibilities

- Carry out preventative maintenance of electronic security systems
- Carry out reactive fault investigation and repairs of electronic security systems
- To provide reliable, quality support to our customers at all times
- To have a professional telephone and face to face manor
- Assist clients and regional team with technical issues either on the phone or face to face
- 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 security systems
- 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 manor
- 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