



Gilbert Gilkes & Gordon Ltd

Candidate Brief

The Appointment

Role Title	Field Service Engineer (Fort William)
Reporting to	Field Service Supervisor
Company	Gilbert Gilkes & Gordon Ltd
Website	www.gilkes.com
Based	Fort William, Scotland
Remuneration	£30,338 to £47,904 (dependent on experience) + Scottish supplement (paid quarterly in arrears)
Other Benefits	Company vehicle, Generous Pension Scheme (Employer 10% contribution & employee 4%), Life Insurance (3x annual salary), Access to OH / EAP, Company sick pay, 25 days holiday plus bank holidays (and the option to buy more!) and much more...

Overview

Gilkes has an exciting opportunity for an enthusiastic and motivated **Field Service Engineer** (Fort William) to join our well-established engineering organisation, based in Fort William, Scotland.

As part of a busy service team and reporting to the Field Service Supervisor, you will play a key role in providing front line customer support

Responsibilities

- Performing troubleshooting, repair, maintenance and routine inspection of hydro-electric turbines and ancillary equipment
- Providing emergency response, after-hours support when required
- Liaising with other internal departments to ensure excellent levels of customer service
- Generate service and technical reports and be capable of working within a 'permit to work' environment is required
- Familiar with the following principals: Mechanical, Electrical, Hydraulic & Control Systems

Person Specification

Gilkes is looking for a courteous and professional team player who can bring energy and positivity to a well-established service team.

With a solid work ethic and a can-do attitude, diligence and reliability will be essential in providing quality service support.

The Role

The Service Engineer plays a key role in maintaining customer assets to the highest levels The role has the following key elements:

- **Troubleshooting** – ability to quickly & effectively analyse and solve problems under pressure
- **Emergency response** – provide after-hours support (call-out) when required
- **Safety** – follow all on-site rules and regulations

Expectations

- Pro-actively contribute to ensure excellent customer service is maintained
- Represent Gilkes positively & appropriately
- Uphold the company's code of conduct
- Do not engage in any activity which could be detrimental to Gilkes

Other experience/personal skills

- HNC in Electrical or Mechanical engineering discipline
- Advanced levels of numeracy and literacy
- Tact and diplomacy in all written and verbal communications
- Excellent attention to detail

To apply, please forward your CV to recruitment@gilkes.com. We reserve the right to close this vacancy early if we receive sufficient applications for the role.



Background

Gilkes delivers innovative, single source solutions to the Small Hydropower & High Horsepower Engine markets.

Working meticulously with our customers to ensure the very best in product design, total cost of ownership & operational excellence, our range of hydropower turbines and engine cooling pumps deliver solutions to meet the most demanding of technical specifications and environments.

With international credentials earned in over 85 countries, a Royal Warrant and over 165 years of design and manufacturing experience behind us, we are small enough to be agile and responsive, whilst large enough to have the technical and engineering competence needed to be one of the world's leading brands.

Headquartered in Kendal in the English lake district, Gilkes is an independently owned business with circa 160 employees across the world.

We have manufacturing sites in Kendal and Houston, Texas as well as a sales office in Tokyo, Japan.

Our Purpose

Our values-based approach has been shaped from a 165 year heritage as a family-owned business. We believe in developing ethical business relationships with a positive environmental focus that bring about long-term sustainable success. Our people are committed to ensuring that Gilkes' products make a meaningful difference & provide a platform for the transition to a low carbon economy.

People & Culture

We strongly believe that our people are the ultimate differentiator & are at the heart of everything we do. It is their passion, creativity, hard work & dedication that enables Gilkes to grow & prosper.

Gilkes invests in its people & in developing a positive organisational culture.

Our four key values are:

- Teamwork
- Integrity
- Excellence
- Commitment

Current Position & Context

Gilkes is moving fast to adapt to an ever changing economic environment, ensuring we continue to be relevant in our chosen markets.
 The organisation recently carried out a strategic review & adjusted its cost base in response to the pandemic.

Pumps is seeing growth & we have had huge interest in our new small marine pump from all of the big players including Caterpillar, Volvo, Scania & John Deere.

The small Hydro market is trending towards energy recovery & we are well placed to fully exploit this with our current product portfolio.

The Hydro aftermarket, especially in the UK, offers real growth prospects for Gilkes and we are aligning Service, Modernisation and Electrical to take full advantage of these opportunities.

Our Business Model & Strategy

<p>What we do...</p> <p>We leverage opportunities through our expertise, dedication & agility</p>	<p>Client Acquisition & Development</p> <ul style="list-style-type: none"> • Our customer-facing teams build & maintain a dialogue with clients based on openness & transparency • We build & maintain our customer relationships based on ethical behaviour 	<p>Project Delivery</p> <ul style="list-style-type: none"> • Our aim is to deliver projects 100% on-time-in-full • A formal process exists to ensure the most efficient use of resources & competencies 	<p>Product Life Cycle Management</p> <ul style="list-style-type: none"> • We actively manage & support our products as they transition through their life cycle from New >> Spares >> Service >> Refurbishment
<p>How we do it...</p> <p>We continually improve our products & services to support our customer's success</p>	<p>Customer Service</p> <ul style="list-style-type: none"> • When required by our customers, we go the extra mile without question • We stand by our products & believe in doing what we said we would do 	<p>Focus on Productivity</p> <ul style="list-style-type: none"> • Business Excellence is embedded throughout the organisation • We critically review our end-to-end business processes to eliminate non value-added practices 	<p>Expanded Offerings</p> <ul style="list-style-type: none"> • Expanding our product offerings to meet our customers' needs • Offering solutions with unique value propositions
<p>Our competitive advantage...</p> <p>We strive to maintain a high performance workplace for our employees to excel</p>	<p>Our People</p> <ul style="list-style-type: none"> • We believe our people are the ultimate differentiator • We are working to create a culture of empowerment & achievement 	<p>Our Processes</p> <ul style="list-style-type: none"> • High productivity is a competitive advantage • Our processes are designed & managed to optimise stakeholder value 	<p>Our Agility</p> <ul style="list-style-type: none"> • We use mechanisms to identify changes in the external environment & translate these into potential opportunities • We are continually developing our technology portfolio to meet these opportunities

Structure & Governance

The Board	
Approves strategy & leads Gilkes to achieve long-term success	
Chair <ul style="list-style-type: none"> Leads the Board & ensures it operates effectively Maintains a culture of openness & debate Ensures effective dialogue between the Board 	Executive Directors <ul style="list-style-type: none"> Day-to-day management of the business Implementation of strategy

The Management Team	
<p>Responsible for the ongoing management of the business. Runs the business day-to-day & delivers performance in line with the strategic plan. Meets on a monthly basis led by the CEO.</p>	<ul style="list-style-type: none"> Responsible for the development & delivery of business plans & forecasts Monitoring of operational & financial performance Health & safety management Improving quality standards

Some of Our Customers

Hydro



Pumps

