

# Out of Hours Helpdesk Advisor

8/14/2025

Record UK is the UK subsidiary of the Record Group who is one of the major companies within the automatic pedestrian door systems industry. The group manufactures and distributes door systems to over 40 countries worldwide.

We design, manufacture, supply, install and service automated door systems and aluminium shop-fronts throughout the UK to a wide range of organisations and clients.



## Job Description

This is a home-based role reporting to the Helpdesk Team Leader. This role will consist of working to a rotational shift pattern, covering evening, weekend and on-call work. When doing the evening shift, the requirement would be that from 16:00 to 23:00, the mailbox would be monitored and then from 23:00 to 07:00, you would be on-call to answer any emergency calls that come through.

The main requirement of the role is to ensure all calls during out-of-hours are attended and completed within the client's specified SLAs and to provide updates as required.

## Key Responsibilities and Accountabilities:

- Log all calls from clients on internal system and arrange labour to ensure job completion within the required timescales
- Ability to work under pressure positively to achieve response times for reactive works
- Customer communication, proactive customer updates and incoming call handling
- Efficient route planning of the call out engineers and ensure nearest engineer is allocated to reduce travel time.
- To provide technical support to customer where possible to prevent the need for emergency call out.
- Ensure Service Director and Client specific web sites are updated and in line with SLA's
- Contribute to ISO Business Management systems.

## Essential criteria

- Good organisational skills
- Excellent communication skills
- Speed of thought, prioritisation and decision making skills
- Good problem solving skills
- Sense of urgency to work in a fast-paced environment
- Ability to work in a fast-paced environment

## Benefits of Working at Record

If you are successful, you will join a forward-thinking organisation that is always striving to do better, adopting an empowering working environment that allows you the opportunity to grow and develop in your role and beyond. As a Real Living Wage employer, you can expect to receive the following benefits when you work at Record UK:

- Life assurance scheme.
- Enhanced sick pay.

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- Annual salary review scheme.
- Access to an online employee benefits portal.
- Access to an extensive online training portal.
- Access to an Employee Assistance Program.

## Additional Information

This role will primarily allow for working from home; however, training will take place at our head office, and occasional days at the office will be required thereafter.

- Hours: Average of 21.5 hours per week.
- Holidays: 33 days (pro rata based on part-time hours)
- Salary: Negotiable – dependent on experience.
- Location: Remote working from home.
- Office Location: Record UK Office, Unit D, 9 Watt Place, Hamilton International Park, Blantyre, G72 0AH

To apply, please send your CV and covering letter to [recruitment@recorduk.co.uk](mailto:recruitment@recorduk.co.uk) with the subject heading '**OOH Helpdesk Advisor**'.