

## Job Advert

**Role:** Security Engineering Supervisor – MSR Team  
**Location:** St Albans, Hertfordshire  
**Salary:** £42,000 - £48,000 per annum

## About Amthal

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 ambition to achieve revenue of £12m by 2026 and 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.


## Why we think you would love to work with us


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. 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.

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Team member benefits include;

- 9 day working fortnight
- Continuous professional development
- Wellness & Employee Assistance Programme (EAP)
- YuLife – The #1 rated benefits programme
- Death in service insurance
- Salary sacrifice pension scheme
- Quarterly one-to-one check-ins with your line manager
- 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)
- A company culture that promotes work life balance
- Access to mental health care support
- Team member of the month recognising outstanding contribution
- Annual company day to share successes and strategic plans


## About you


You will have a drive and desire to want to learn and grow within an highly technical and customer facing environment. You will have a high level of technical knowledge within the security industry. You will have experience in leading, inspiring, engaging and developing a diverse team of engineers ensuring the key focus is to deliver unrivalled customer experience. You will be a great team player with excellent interpersonal skills to allow you to build relationships with both internal and external team members.


All aspects of the role must be performed in line with the business's values to realise our vision by providing unrivalled customer experience and professional service to our clients. The position requires high levels of self-motivation, organisation and must be performed with integrity and dedication. In return we are committed to empowering and developing exceptional talent, maintaining our friendly and supportive environment to ensure we get it right first time every time.


## About the role


The role is responsible for supervising and supporting the day to day onsite and technical operations of our security department focused on servicing and reactive calls. This includes the development of our current engineering team from both a technical and personal level. You will be supporting the MSR engineering manager to ensure we efficiently and effectively deliver our fire and security solutions.

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**Engineering Leadership:** To successfully supervise and lead your team of engineers. To monitor performance utilising KPI's to ensure the team are as effective & efficient as possible. Put training and development plans in place to discuss with the MSR Engineering Manager to help drive technical and personal growth within the team.

**Technical Management:** Provide a high level of technical support both to your engineering team as well as the wider business when asked. Ensuring compliance with relevant industry standards and regulations.

**Onsite Support & Customer Relationships:** Be available to support onsite with service related issues relevant to your team and technical skillset. Look to resolve high level technical issues ensuring we are providing unrivalled customer experience.


**Dispute Resolution & Communication:** Be proactive when dealing with customer disputes from a technical and relationship point of view. Clearly communicate updates to all stakeholders related to the dispute until it is resolved and our customer is happy with the outcome.


**Resource Management Support:** Support the Customer Success Team who schedule the engineering team's workload with resource allocation. Using your knowledge on the teams skillset and requirements of job to assist with efficient utilisation of engineering capacity.


**Quality Assurance:** Establish and ensure a high level of quality control procedures and standards to implement within the team. Conduct regular inspections and audits of engineering works to ensure these standards are met. Implement corrective actions to address any non-conformities.


**Safety & Compliance:** Ensure that all your engineering team comply with health & safety regulations and promote a culture of safe working. Conduct risk assessments and implement safety measures where necessary.


**Collaboration:** Collaborate with other engineering supervisors to ensure we have aligned engineering practices to maintain consistency across departments. Represent your engineering team in senior leadership meetings and provide technical expertise where required.

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**Documentation & Reporting:** Maintain accurate records of engineering activities such as training and performance data. Support the management team with regular reporting on your teams performance.


### About the process


1. Please apply by uploading your CV via our careers page - [Apply now](#)
2. The next step is an informal phone call with one of the team to check in with and confirm that you've read the job description and are a great skills fit
3. You will then receive a telephone interview from the MSR Engineering Manager to check you meet the skills requirement for the role along with sharing our values
4. On success of your telephone interview you will then be invited to a face to face interview at our offices with the MSR Engineering Manager alongside another senior team member for a more formal interview process
5. We will call you to tell you you're successful before putting the offer in writing and beginning to carry out the usual security vetting and checks as required to work in our industry.

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Registered office: 1 Executive Park, Hatfield Road,  
St Albans, Herts, AL1 4TA

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FIRE & SECURITY

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MAINTENANCE  
SERVICES