



# Gilbert Gilkes & Gordon Ltd

Candidate Brief



## Background

Gilkes provides innovative, single-source solutions for the Small Hydropower and High Horsepower Diesel Engine markets.

By working closely with our customers, we ensure excellence in product design, total cost of ownership, and operational performance. Our hydropower turbines and engine cooling pumps are engineered to meet the most demanding technical specifications and environments.

With a legacy spanning over 170 years, a Royal Warrant, and a global presence in more than 85 countries, we combine agility and responsiveness with the technical expertise of a world-leading brand.

Headquartered in Kendal, in the heart of the English Lake District, Gilkes is an independently owned company with approximately 175 employees worldwide. Our operations include manufacturing facilities in Kendal and Houston, 3 Service Centres in Scotland and a sales office in Tokyo.

## Current Position & Context

Gilkes is rapidly evolving to stay ahead in an ever-changing economic landscape, ensuring our continued relevance in our chosen markets.

Our pumps business continues to expand, particularly in the power generation sector, where the rising demand for standby power for large data centres is driving growth.

## Our Purpose

Rooted in a 170-year heritage as a family-owned business, our values-driven approach prioritises ethical business relationships and a commitment to environmental sustainability.

We are dedicated to delivering long-term, responsible success by ensuring our products contribute meaningfully to the transition toward a low-carbon economy.

## People & Culture

Our people are at the core of everything we do - they are the driving force behind our success. Their passion, creativity, and dedication enable Gilkes to thrive and grow.

We are committed to investing in our employees and fostering a positive, inclusive company culture.

Our 4 key values are:

- Teamwork
- Integrity
- Excellence
- Commitment

In the UK, the hydro aftermarket presents significant growth opportunities for Gilkes. We are strategically aligning our Service, Modernisation, and Control Systems teams to maximise these prospects.

The small hydropower market is shifting toward energy recovery, and our existing product portfolio positions us well to capitalise on this trend.

## Our Business Model & Strategy

<p><b>What we do...</b></p> <p>We leverage opportunities through our expertise, dedication &amp; agility</p>	<p><b>Client Acquisition &amp; Development</b></p> <p>Our customer-facing teams foster open &amp; transparent communication with clients</p> <p>We build and sustain customer relationships with integrity and ethical practices</p>	<p><b>Project Delivery</b></p> <p>Our goal is to achieve 100% on-time, in-full project delivery</p> <p>A structured process ensures optimal resource allocation and efficiency</p>	<p><b>Product Life Cycle Management</b></p> <p>We actively manage &amp; support products throughout their lifecycle, from initial production through to spares, service &amp; refurbishment</p>
<p><b>How we do it...</b></p> <p>We continuously enhance our products and services to drive our customers' success</p>	<p><b>Customer Service</b></p> <p>We go above and beyond for our customers whenever needed, without hesitation</p> <p>We stand behind our products and honour our commitments</p>	<p><b>Focus on Productivity</b></p> <p>Business excellence is at the core of our organisation</p> <p>We continuously evaluate our end-to-end processes to eliminate inefficiencies and maximise value</p>	<p><b>Expanded Offerings</b></p> <p>Expanding our product range to better serve our customers' needs</p> <p>Delivering solutions with distinct value propositions</p>
<p><b>Our competitive advantage...</b></p> <p>We are dedicated to fostering a high-performance workplace where our employees can thrive</p>	<p><b>Our People</b></p> <p>We believe our people are the key to our competitive edge</p> <p>We are committed to fostering a culture of empowerment and success</p>	<p><b>Our Processes</b></p> <p>High productivity gives us a competitive edge</p> <p>Our processes are strategically designed &amp; managed to maximise stakeholder value</p>	<p><b>Our Agility</b></p> <p>We utilise mechanisms to detect changes in the external environment and convert them into potential opportunities</p>

## Some of Our Customers

### Hydro



### Pumps



## The Appointment

<b>Role Title</b>	Field Service Engineer (Invergordon)
<b>Reporting to</b>	Field Service Supervisor
<b>Company</b>	Gilbert Gilkes & Gordon Ltd
<b>Website</b>	<a href="http://www.gilkes.com">www.gilkes.com</a>
<b>Based</b>	Invergordon, Scotland
<b>Remuneration</b>	£30,338 to £41,220 (dependent on experience) + Scottish supplement (paid quarterly in arrears)
<b>Other Benefits</b>	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** (Invergordon) to join our well-established engineering organisation, based in Invergordon, 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

### 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

### 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

### 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

### 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

### 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.

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