



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

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

## Some of Our Customers

### Hydro



### Pumps



## The Appointment

|                       |                                                                                                                                                                                                                                                                                                          |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Role Title</b>     | Service Manager                                                                                                                                                                                                                                                                                          |
| <b>Reporting to</b>   | Head of Operations                                                                                                                                                                                                                                                                                       |
| <b>Company</b>        | Gilbert Gilkes & Gordon Ltd                                                                                                                                                                                                                                                                              |
| <b>Website</b>        | www.gilkes.com                                                                                                                                                                                                                                                                                           |
| <b>Based</b>          | Scotland (Field-based with regional travel)                                                                                                                                                                                                                                                              |
| <b>Remuneration</b>   | £49,828 to £67,701 (Dependent on experience)                                                                                                                                                                                                                                                             |
| <b>Other Benefits</b> | Generous pension scheme (Employer 10% contribution & employee 4%), 25 days annual leave plus bank holidays (with options to buy and sell additional holiday), Continuous professional development, inc. chartership support, Cycle to work scheme, Life Insurance (3x annual salary), Access to OH / EAP |

### Overview

Gilkes is seeking an experienced Service Manager to lead our team of Field Service Engineers and Technicians. This role supports the UK hydro aftermarket, ensuring exceptional service delivery and operational excellence.

### The Role

You will be responsible for leading & coordinating a team of Field Service Engineers & Technicians to ensure the delivery of high-quality service & support to customers.

### Responsibilities

- Oversee scheduling & resource planning
- Delivering completion of service calls & installations
- Ensure compliance with health, safety & quality standards
- Develop & implement service strategies to improve efficiency & reduce downtime
- Act as a primary point of contact for escalated customer issues
- Collaborate with internal departments (e.g. sales, logistics, technical support) to ensure seamless service delivery
- Conduct regular field visits & audits to maintain service standards
- Recruit, train & mentor new team members

### Experience/personal skills

- Proven experience in a field service or operations management role
- Strong leadership & team management skills
- Excellent problem-solving & decision-making abilities
- Strong communication & interpersonal skills
- Proficiency with service management software & reporting tools
- Full UK driving licence
- Relevant engineering qualifications would include:
  - HNC/HND
  - Degree

### Person Specification

The ideal candidate will be customer-focused with a strong commitment to service excellence. You will have experience managing remote teams across multiple sites and be comfortable travelling throughout Scotland and occasionally to other UK locations. Flexibility to work evenings or weekends as required by operational demands is essential.

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