

Job Description – Generator Engineer

Reports To: Head of Service

Remuneration: up to £40k dependant on experience and skill set

Main Purpose of the Job

As a Generator engineer you would be home based. You will be carrying out servicing and repairs on various brands of Generators. You will also be undertaking diagnostics, fault finding and rectification. There is also installation, and commissioning works to be carried out.

Main Duties:

Maintenance and Servicing

- Perform **routine maintenance** (oil changes, filter replacements, etc.)
- Conduct **scheduled inspections** to identify wear and tear or potential issues
- Test generator performance and carry out load bank tests
- Maintain accurate **service records**

Troubleshooting and Repairs

- Diagnose mechanical or electrical faults in generators
- Repair or replace faulty components such as alternators, batteries, or control panels
- Use diagnostic tools (e.g., multimeters, scan tools) to identify problems
- Test and repair **control systems**, wiring, and ATS
- Understand load balancing and power distribution

Installation and Commissioning

- Set up and install new generator systems (portable or fixed)
- Connect generators to power systems or buildings safely
- Test and verify generator operation post-installation

Compliance and Safety

- Ensure all work complies with local safety standards and regulations
- Conduct **risk assessments** before starting tasks
- Always use proper PPE and safety procedures

Customer Interaction

- Explain technical issues and solutions to clients in simple terms
- Provide usage recommendations and operational training
- Be part of an on-call rota and respond to emergency breakdowns or support calls
- Travel throughout the UK as required including nights away

Record-Keeping and Reporting

- Document all service and repair work performed
- Provide detailed service reports
- Track parts usage and advise on needed replacements

Desirable Skills/Attributes:

Education & Experience:

- HNC/HND/BSc in Electrical or Mechanical Engineering or Equivalent
- NVQ Level 3
- Multiple years of Generator service/ installation/ commissioning experience
- Strong customer service background or aptitude
- Sound relationship building skills with customers.
- Cross-discipline team working.
- Can demonstrate the ability to go the extra mile, to exceed expectations.

Personal Qualities:

- Well Presented
- Professional
- Enthusiastic
- Proactive
- Flexible
- Punctual

Skills/Abilities:

- Previous experience working within customer service, administration, service delivery environment would be an advantage but is not essential.
- Able to maintain a high attention to detail in all tasks undertaken.
- An understanding of how to deal with difficult and/or upset customers.
- Excellent telephone manner.
- Excellent time management and personal organisational skills.
- Ability to work to deadlines.
- Ability to work without close supervision.
- Ability to work closely to instructions.
- Excellent numeracy skills.
- Excellent communication skills.
- Proficient at Microsoft Office.
- Ability to demonstrate effective interpersonal skills.

The Culture:

YorPower proud themselves on a supportive and fun culture. All employees have regular health checks, access to an Employee Assistance Program (EAP) and our Managing Director has trained himself as a Mental Health First Aider.

YorPower is an Employee-Owned Trust (EOT). This means that all employees benefit from the success of the business in the same way traditional shareholders have.

Employee retention is strong. Promotions are always sought internally before we recruit.

Our customer service is consistently high, the management understand that if our employees are happy our customers are happy.

Along with the traditional Christmas party we have a Summer Awards Party, and several get togethers over the year. Oh, and you should be prepared for the odd fancy dress day in aid of a worthy charity now and again. The Christmas sing-along video is always great fun as well.

Company Values:

Respect and Integrity



Constant Improvements



Profit & Prosperity

