

Job Overview:

Team Leader (London-based)

Job Title: Team Leader	Location: London (field-based)	Company: Gratte Brothers Foodservice Solutions
Reporting to: Service Manager	Responsible For: Regional Team of Engineers	

Job Purpose:

As a Team Leader at Gratte Brothers, you'll balance hands-on engineering expertise with strong, supportive leadership to drive the delivery of industry-leading service across London. Leading and mentoring a regional team of engineers, you'll set clear standards for quality, safety, and customer satisfaction while remaining actively involved in day-to-day engineering activities. You'll build trusted relationships with key customers and manufacturers, promote best practice across the business, and work closely with the Service Manager and Technical Support Manager to develop the skills, capability, and future readiness of your team. This role offers the opportunity to make a tangible impact—supporting people, strengthening partnerships, and contributing to the continued growth and success of a values-driven organisation.

Key Areas of Responsibility:

- Undertake working activities of a senior engineer
- Lead and mentor a regional group of engineers
- Exemplify company values
- Conduct regular quality and customer satisfaction audits
- Undertake H&S audits and toolbox talks
- Build effective local relationships with existing key customers
- Promote best practice both within the region and across the regional groups
- Provide technical support and advice to engineers, customers and office
- Develop technical relationships with manufacturers and cascade information through the business
- Support internal team to ensure good communication between office and engineers
- Undertake projects and activities to assist in the development of the service business
- Working in conjunction with the Service Manager & Technical Support Manager, you'll develop the skills necessary to deliver industry leading service to meet the current and future needs of our customers
- Coordination of key accounts contracts

*This is a broad overview of the position and does not encompass all aspects of the role.
Gratte Brothers are an equal opportunities employer and welcome applications from all.*

Knowledge & Experience:

- 5+ years of working within the commercial catering equipment industry
- 3+ years of supervising an engineering team
- 3+ years of developing and supporting key customer relationships

Attributes & Skills:

- Good communication skills
- Good organisational skills
- Good level of numeracy
- Effective problem solver
- Supportive leadership style
- Reliable and professional attitude towards work
- Flexible and methodical approach
- Competent using Outlook, Excel & Field Service Management Software

Qualifications:

- Gas qualification (desirable)
- Electrical qualification