

Service Technicians – your career starts here

Linde Material Handling

Linde



Why Linde?

Your Interview

Preparation

What to bring

Competencies

Looking over the years we can confidently say that whether it is our technology, products or applications we can be confident that Linde has brought them to the market first. You can see how our heritage has helped set the benchmark for today's new innovations.

Linde has maintained its market leading position not just because of its products but also in our approach to meeting the demands of our customers. It is this customer first spirit supported with an engaged workforce and team ethos which is still hugely important to us today and why customer first, people engagement and one Linde are our key themes. Over 100,000 units later we continue to serve the needs of our customers.

<p>1943</p> <p>Lansing Bagnall Ltd name first registered with seven employees</p>	<p>1946</p> <p>Lansing Bagnall introduce the Model D electric tractor featuring a shunt wound motor and regenerative braking</p>	<p>1949</p> <p>Lansing Bagnall move from Isleworth to current site at Basingstoke</p>	<p>1954</p> <p>Lansing Bagnall unveil first moving mast reach truck at the Mechanical Handling Exhibition</p>	<p>1955</p> <p>Linde launch the Hydrocar, the first vehicle with Hydrostatic Transmission</p>	<p>1958</p> <p>Linde launch the Hubtrac, the first forklift with hydrostatic drive</p>	<p>1961</p> <p>Lansing Bagnall launch revolutionary motor-in-wheel unit, fitted to FRER 3 reach trucks - this became a leader in world markets</p>	<p>1965</p> <p>H.R.H The Prince Phillip visits newly opened Factory 2 in Basingstoke</p>	<p>1969 & 1970</p> <p>Lansing Bagnall become the first company to win Queen's Awards for both export achievement and technological innovation</p>	<p>1976</p> <p>Lansing Bagnall acquires Henley Forklift expanding the range into heavy trucks</p>	<p>1989</p> <p>Lansing acquired by Linde AG</p>	<p>2002</p> <p>39X range of counterbalance trucks launched incorporating direct drive hydrostatic transmission</p>	<p>2005</p> <p>Linde launches the 386 Range and X Range of reach trucks</p>	<p>2008</p> <p>Linde incorporates hydrogen fuel cell technology into its product range</p>	<p>2012</p> <p>Linde MH UK completes acquisition of all NNC's in the network</p>	<p>2013</p> <p>New generation of reach trucks (1120) launched featuring Dynamic Mast Control</p>	<p>2014</p> <p>Lithium Ion batteries enable trucks to be charged at any time</p>	<p>2016</p> <p>Launch of the Linde Roadster, a range of trucks designed to maximise field of view and safety for operators</p>	<p>2018</p> <p>New depot opens in Wellingborough</p>	<p>2019</p> <p>Launch of the first fully digital counterbalance truck</p>	<p>2020</p> <p>One Linde UK is born</p>	<p>2021</p> <p>The world's most powerful electric truck, the X20-X35 is launched, offering an emission-free alternative to IC engine trucks</p>	<p>2022</p> <p>Creation of KION ITS UK & Ireland providing strong customer solutions and service across all brands</p>
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Why Linde?

Take the next step

Working at Linde

Who are we looking for?

At Linde, we are continually looking for the best talent available.

You will be hardworking and proactive, producing high quality work, to delight our customers.

- All our Service Technicians will have access to **extensive training opportunities** when they join us, to allow them to not only perform well, but also to **learn and grow within their role**.
- We aim to train all of our technicians to enable them to be the very best. **All new Service Technicians will receive a 6-week Induction** which offers them world class training to enable you in your role.
- You will be assigned a **“buddy”** and have regular **“check-ins”** to offer you support in your role.
- During your Linde career you will receive **targeted training** to enable you to support your customer’s products, to delight them with our service and also futureproof our service support offering.
- If you are successful in your application, you will be joining a **market leader** in the Material Handling Industry. The KION Group represents the highest possible level of technology and service expertise in the area of forklifts and warehouse technology.
- As you would be part of a much wider KION family – there are **opportunities** throughout KION in the UK, as well as opportunities abroad.



My name is Richard Frost and my role in the KION Organisation is Senior Director, Service, UK & Ireland, responsible for the Service delivery, processes and performance across the Linde & STILL brands.



I have been in my current role since 2022. My career path started in 1994 when I joined Lansing Linde Jewsbury, to complete my apprenticeship in Materials Handling. I gained valuable experience in my rotations and qualified as a Workshop Engineer. My next progression was to a Service Quotes and Maintenance Manager in 1999. I also undertook a Management Diploma qualification outside of working hours to better my knowledge and competence to assist me in my career development.

I left Linde in 2000, but returned to take an exciting opportunity 18 months later. This was to the customer centric application role of Resident Engineering Manager. In 2007, I moved into the role of Service Manager, taking responsibility for our customer’s and engineers in the Derbyshire and Nottinghamshire area. Promotion then followed to the role of Service Director for Linde Jewsbury’s Ltd. The business then evolved significantly and so did my role to Depot Director. I then took my current role in 2022.

The Linde & KION organisation has provided me the opportunities and support to have a career path which has seen me hold many roles. My personal commitment has been rewarded with many varied roles. Now in our business there are many opportunities as part of the KION Group. You will be offered the support to be the best you can.



Employee Benefits



Rewards

- Competitive Salary
- A 40-hour working week working Monday to Friday (exceptions at a handful of customer sites)
- Paid “door to door” (if a Field Service Engineer)
- Overtime opportunities - 1 ½ Monday to Saturday
- Double Time on Sundays and Bank Holidays
- Eligibility for Lead Generation Scheme
- “Recommend a friend scheme” – if you enjoy your role, recommend someone else and get rewarded!

Making your money go further

- Company van (option for private use)/ fuel card for Field Service Technicians
- Company pension scheme - 6% employer contribution; minimum 4% employee contribution
- Life Assurance at x 4 salary if a Pension Scheme Member
- Discount scheme with Linde Lifestyles, with access to deals from some of the UK’s largest brands
- Up to 60% off the list price of premium Würth tools
- Discounted Vouchers for SpecSavers Opticians
- Free laundering of your Overalls
- Van washing through All Star Account (in most outlets)

Your well-being

- 25 days annual leave plus Bank Holidays
- Comprehensive Occupational Sick Pay Scheme
- Enhanced Paternity & Maternity Schemes
- Employee Assistance Programme
- Access to trained Mental Health First Aiders

Your career

- 6 week initial training during induction
- A minimum of 18 days training in your first 12 months
- World class Linde specialised product training
- Full Forklift Driver Licence Qualification
- Access to over 1000 hours of in-house courses

Service Technicians

At Linde we have the opportunities below for **Service Technicians**.

With your electrical hydraulic and/or mechanical competencies, you will have the ability to work independently and as part of a team. A positive and can do attitude will demonstrate your desire to be a Linde Brand ambassador!



Resident Service Technician

Based on a specific customer site(s) you will carry out service and repairs to equipment on customer sites in a safe, professional and cost effective manner maintaining documentation of all works carried out in line with Health and Safety and Quality procedures.



Field Service Technician

You will carry out service and repairs to equipment on customer sites in a safe, professional and cost effective manner maintaining documentation of all works carried out in line with Health and Safety and Quality procedures.

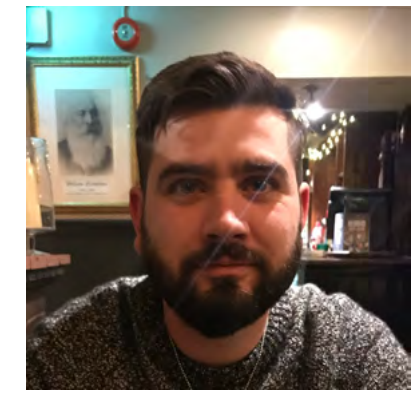


Workshop Technician

You will carry out maintenance and repairs to Equipment within our Linde Workshops, maintaining documentation of all works carried out in line with Health and Safety and Quality procedures.



My Name is Matt Mullinex, I joined Linde back in September 2015, Looking after the WS/WV postcode areas.



I held this role for a few years, gaining experience on the whole range of Linde products, as well as 3rd Party equipment (Flexi Trucks, JCB Loading Shovels and Combi trucks to name a few). This gave me the confidence to work on the more complicated equipment such as VNA and AGVs. Working on the AGVs helped me work more methodically and work with a much higher attention to detail.

There has been a huge variety of training available over the years which has helped provide me with technical knowledge and gave me the confidence to help me move forward in my Career with Linde by applying for roles that I would never have previously considered. In September 2022 I started my role as a VNA Project Engineer. In January 2024 I will start the next step in my Career working a Hybrid role as both a VNA Project engineer and VNA Sales Manager, which I am very much excited to start.



My name is Craig Grabowski. Having joined Linde MH in 2004 as a Field Service Engineer, it became quickly apparent the business wanted to invest and develop my skills further.



Additional to developing product knowledge, I enrolled on team leader and service management courses, whilst gaining experiences in the field.

Following promotions to Team Leader and Field Service Manager, my industry experience and product knowledge aided the move across into sales.

From here, my skills were further developed with product and sales skills training, leading to promotions to the level of National Account Manager

Linde MH is a great place to work for enhancing your skills and future career opportunities.



Your Interview

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What to expect at your interview

We want to find out more about you, and why you want to work for Linde. We would also spend time getting to understand how you like to work, and we will ask you questions that allow you to evidence your skills and experience. Here are some examples of what we will cover:

Motivational Questions

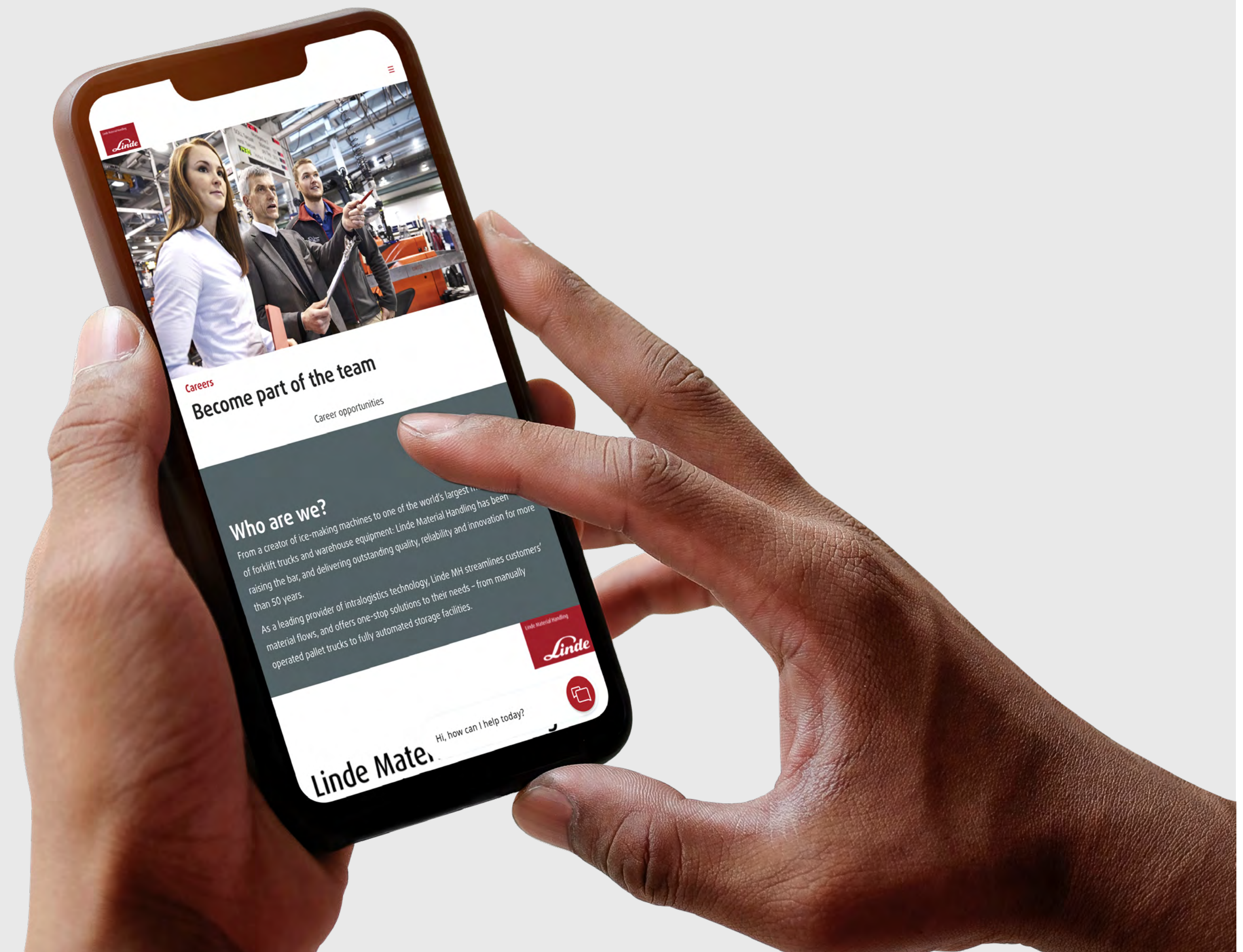
We will start by asking you what you know about the role, and why you want to work for us. You will find lots of information on both at www.linde-mh.co.uk and www.kiongroup.com and our social media channels

Competency Based Questions

We use competency-based questions to understand your behaviour in a work environment.

Role Specific Questions

We will also ask you to complete some questions specific to the role. This will help us better understand your skills and experience and ensure that it matches what we are looking for.



Preparation

Why Linde?

Your Interview

Preparation

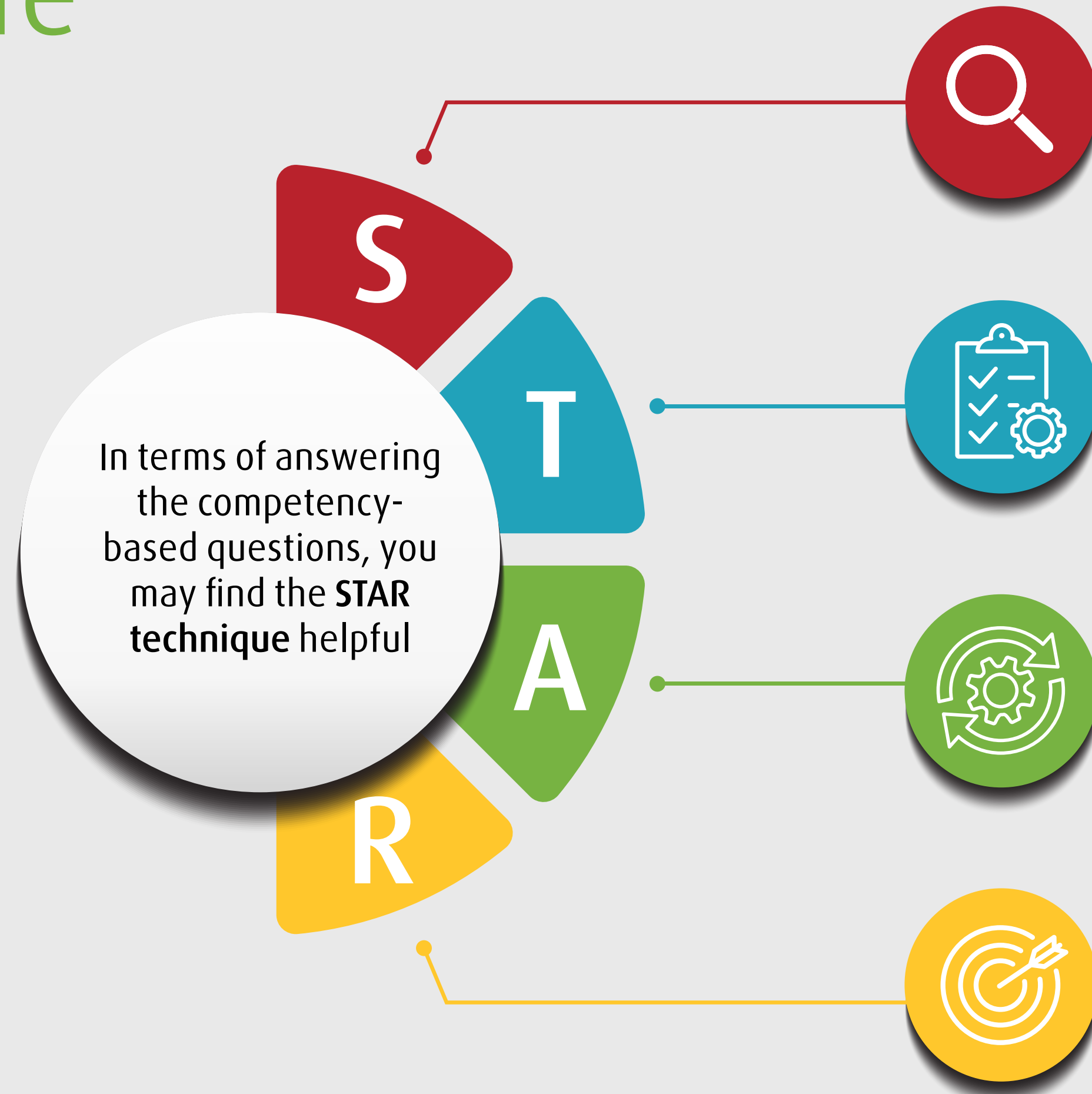
What to bring

Competencies

How to prepare

Competency based questions ask you about real-life situations you have been through. Think about specific examples and achievements from previous experiences at work, school, university or in your personal life that demonstrate our KION competencies demonstrate. Ideally, examples should be from the past 18 months and you should use different examples for each question.

You are welcome to bring notes and we encourage you to take your time and think about your answers before giving them. You can go back to previous questions if you remember something important, or ask us to repeat a question if you are unsure or would like a few moments to think about an answer.



SITUATION

Set the scene. Consider the situation and any background information the interviewer/s should know

TASK

What was the task you had to complete as a result of the situation you have described?

ACTION

Describe what you did to tackle the task. How did you do it? Why did you do it and what method/s did you take? How did you go above and beyond what your role asked of you?

RESULT

As a result of your actions, what happened? What was the immediate impact, and the mid to long-term impact? What would you do differently next time and what did you learn?

Technical Test

For our engineering roles, you will be asked to complete a short technical exercise. This will help us understand your basic level of technical understanding. There is no preparation required for this and the test will form part of the interview and will last approximately 20 minutes

Questions for us:

The interview isn't just an opportunity for us to get to know you better;

it's also an opportunity to see if our Company is right for you. You can ask us about the job, our culture, our team, our training opportunities or anything else that you would like to know

If you require some more help

We are an equal opportunities employer and diversity and inclusion are very important to us. If you would like any additional help or support as part of the interview process, please let us know



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What to bring with you

For British and Irish Nationals

- A passport
- A birth certificate and proof of identify i.e., driving licence

For Non British Nationals

- A passport endorsed to show the holder is allowed to stay in the UK and is allowed to do the type of work in question
- A current immigration status document containing a photograph issued by the home office
- A document issued by the Home Office showing that the holder has made an application for leave to enter or remain.
- An application registration card issued by the home office stating that holder is permitted to take employment in question
- A positive verification card issued by the Home Office

How to contact us

If you need any adjustments for your interview, please let us know and we will support you.

If you have any questions at all about your interview, please reply to your **interview confirmation email**

We wish you the best of luck and we look forward to meeting you!

Competencies

Values and Competencies



Our KION Core Competencies: An Overview

People	<p>Take Responsibility</p> <p><i>Takes responsibility, makes clear and consequent decisions and is a role model with a winning attitude. Fosters a positive culture, by inspiring others to strive for high performance.</i></p> <ul style="list-style-type: none"> • Ownership and decision taking • Role model • Performance orientation 	<p>Embrace Change</p> <p><i>Initiates and drives change proactively. Deals successfully with uncertainty and changing situations. Continuously learns and improves</i></p> <ul style="list-style-type: none"> • Change management • Complexity management • Agility and learning 	<p>Foster Communication</p> <p><i>Communicates clearly and lifts synergies by sharing information and knowledge. Lives collaboration across our organization, resolves conflicts constructively and cooperates closely with others.</i></p> <ul style="list-style-type: none"> • Communication • Internationality and diversity • Conflict management
	<p>Understand Business & Customers</p> <p><i>Understands our business and strategy. Really focuses on customer needs. Takes an overall business perspective and acts as an entrepreneur.</i></p> <ul style="list-style-type: none"> • Business anticipation and customer centricity • Business perspective and strategic planning • Entrepreneurial thinking and acting 	<p>Deliver Solutions</p> <p><i>Considers the big picture, thinks logically and solves problems successfully. Thinks beyond and end-to-end to generate practicable and innovative solutions.</i></p> <ul style="list-style-type: none"> • Logical reasoning and problem solving • End-to-end thinking and thinking beyond • Innovative solutions 	<p>Drive Results</p> <p><i>Consistently delivers and implements results and achieves targets in time and with high quality. Organizes work in an efficient way and drives targets persistently and consistently.</i></p> <ul style="list-style-type: none"> • Target and result orientation • Organizing and prioritizing • Persistency and consistency
	Business		

Values and Competencies



Our shared KION Group Values

Integrity	Collaboration	Courage	Excellence
We do what is right.	We trust each other.	We change and innovate.	We create outstanding customer value.
<ul style="list-style-type: none">• We act according to ethical, sustainability and compliance standards.• We say what we do and ‘walk the talk’.• We never walk away from our commitments.• We communicate truthfully, openly and timely.	<ul style="list-style-type: none">• We approach our tasks with a strong and collaborative team spirit.• We share ideas openly and strive for full commitment.• We establish strong long-term relationships.• We treat others as we would like to be treated ourselves.	<ul style="list-style-type: none">• We encourage new ideas.• We value different opinions and diversity.• We embrace new solutions and take calculated risks.• We take action and contribute to our shared goals.	<ul style="list-style-type: none">• We shape the industry through innovation.• We understand our customers’ needs and deliver superior solutions and services.• We continuously increase efficiency and simplicity.• We invest in our people and technology to secure future success.

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