

Meet the installer

Security life with Dean Gilbert of Ace Security and Electrical

What would be a typical project for you?

I do not believe you can define a typical project; every project is treated in the same way at Ace. Focus on the requirements, deliver results and build long-term relationships. As a company we have grown year-upon-year in our specialist area of fire and security systems.

What is the best thing about working in security?

I have been in the security industry for 30+ years and I'm still learning. It's been amazing seeing innovations throughout the years. The dedication does pay off and I have the utmost respect and appreciation for anyone wishing to pursue a career in the fire and security industry.

Is third party accreditation beneficial to you?

This is absolutely paramount to our company and to the industry. The NSI high standards ensure we are all kept focused and our customers see the benefits from working with an approved company.

Do you think there is a skills shortage in the industry? Any trouble recruiting?

The skills shortage has been a problem for many years and I do not see this changing for the foreseeable future. We need raise the profile of our industry and promote it "bigger and better". How many younger workers are aware of our industry and what this offers? We have taken on apprentices since 1986 and some of our apprentices have gone on to be successful in their own right within Ace. Presently we have two apprentices who joined us this summer and we are looking forward to continue this tradition.



Name: Dean Gilbert

Job title: General Manager

Time in security/fire: 30+ years

Company: Ace Security and Electrical

Location: Head Office in Loughton, Essex, satellite offices in London, Chelmsford and Braintree

Areas of expertise: Design, installation and maintenance of electronic fire and security products. We are proud of our reputation for providing outstanding customer service and satisfaction which we have earned over the past 35+ years.

Accreditations: NSI Gold, BAFE, NIC EIC, BSIA, Constructionline, FIA

Are there any common requests from customers that give you problems?

It's always the same one; when a customer accepts a quote and want the work done like yesterday! I'm sure we will all share this, but at Ace Security and Electrical we strive on customer service and manage these requests.

What is the security industry's biggest myth?

That cheap is better value than a professionally designed and installed security/fire system which may cost a little more.

What will be the impact of smart/home automation on the security sector?

Major. Manufacturers are rolling out smart home automation products which, driven by the consumer, are sometimes not completely tested – leaving the installer completing the beta testing. ➔

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Dean with the business owners
Neil Armstrong and Jim Lander

Are you concerned about Brexit?

No, not all, we will still be talking about this for a little while longer.

What would make your job easier?

A 100% paperless office, we are working towards

this and this is a long time coming.

What advice would you give to a younger version of yourself?

Keep focused and continually remind myself why the fire and security industry is important.

Will England ever win the football World Cup again?

Last year I started to believe we could do it. We have now improved further as a team with many young players coming through and balancing the squad. Euros before the next World Cup though. I do have very high hopes.....ITS COMING HOME THIS TIME!

If you won £25,000 what would you do with the money?

Treat the family and staff as they all work hard and also all put up with me. But on a sincere note, make a considerable donation to the Royal Hospital for Neuro-Disability. This is a charity meeting the complex needs of people with profound disabilities arising from brain injury. This is a charity very close to my family's heart.