**Job Profile comprising Job Description and** **Person Specification**

**Job Description**

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| **Provisional Job Title: Head of Lift Services** | **Grade: MG1** |
| **Section: Lift Team, Support Services** | **Directorate: Housing and Regeneration** |
| **Responsible to the following manager: Business Transformation & Support Services Manager** | **Responsible for the following staff: Senior Lift Engineer and 3 Lift Engineers** |
| **Post Number: H3031** | **Date December 2021** |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

1. Responsible to the Business Transformation and Support Services Manager (MG3) for the management, supervision and co-ordination of all lift services on housing stock. This includes borough wide lift maintenance and capital works, lift monitoring system, auto-diallers or similar work undertaken by the lift team in compliance with all relevant codes of practice and regulations. Manages installations, including those in buildings managed by external managing agents. Ensures staff and contractors adhere to all management & maintenance procedures and that the council’s design policy is maintained.
2. Is the Council’s senior expert for lift projects, mainly using Minor and Intermediate JCT contracts. Responsible for a wide range of design decisions requiring expertise, skill and judgment, allowing for any extra requirements that maybe required for vulnerable residents. Attends evening meetings with tenants, leaseholders, contractors, consultants and councillors to explain how the lift schemes will affect them. Also attends incidents involving major lift failures and co-ordinates on site actions to enable the reinstatement of services as quickly as possible, working with other departments and external utility companies as necessary.
3. Is the Council’s main point of contact on lift works for all major regeneration projects including all new build and hidden homes. Attends regeneration meetings and workshops advising consultants on social housing elements to consider. For regeneration projects and new installations e.g. Hidden Homes, provides advice on new technological advances regarding new drive systems and ECO mode which will ultimately reduce the carbon footprint on the lifts within the borough.

**Specific Duties and Responsibilities:**

1. Is the Council’s expert in relation to the health and safety of lift installations and provides expert responses to issues raised by the Health and Safety Executive on behalf of the Council. Ensures the proper management of all contractors, consultants and insurance inspectors working on or in connection with housing lift installations so that all relevant health & safety design standards and service quality requirements are met. Has overall responsibility for strategic design standards with particular emphasis on materials used and technological advances in order to achieve best value for money in future maintenance costs. Monitors maintenance requirements and cost and service reliability in order to achieve the optimum lifespan of each installation.
2. Has overall responsibility for all capital projects from initial brief stage, including the supervision of consultants. Identifies schemes and makes recommendations for their inclusion in the capital programme. Prepares briefing documentation for fee tender. Responsible for the evaluation of the consultant’s reports and recommendations to accept tenders. Has ultimate responsibility for approval of designs and management of the scheme through the contract to final account and commissioning. Initiates projects by carrying out feasibility studies and analysing data and presenting these at meetings. Once works are complete, negotiates with contractors at a senior level on final account settlements and resolves financial claims for delays and disruption. Ensures final accounts are audited and passed to the Leasehold and Procurement Manager promptly to enable maximum recovery of leasehold charges.
3. Prepares and present reports for the Housing and Regeneration Overview and Scrutiny Committee and Borough Residents Forum as required. Also attends major consultation meetings as the Council’s leading expert with regards to lifts and related services. Represents the Council at First Tier Tribunals as the lift expert.
4. Examines fire risk assessment reports and incorporates any key requirements identified into future projects and support and maintenance contracts going forward.
5. Ensures that staff carry out their duties with regards to annual condition surveys and maintenance assessments, Health & Safety inspections, LG certification and insurance assessments. Responds to reports from residents, other departments and external agencies, highlighting defects and health and safety issues to other sections as necessary. Ensures accurate records are kept to monitor and maintain compliance with all legal and other obligations
6. Responsible for management, training and advancement of staff. Responsible for time-keeping, authorising leave, overtime and mileage claims as well as all general conduct, absence and disciplinary matters. Responsible for setting targets for staff and carrying out midterm and end of year appraisals as well as regular one to one meetings with their staff.
7. Ensures that departmental and corporate inspection and payment targets are met. Ensures contractors use IT online facilities for paying invoices, electronically store inspection certificates, monthly maintenance reports, insurance reports and all other documentation in the document management system to ensure paper storage is minimised. Monitors contractors’ inputting of dates on the housing management system by running reports. Comply with the Housing Management Specification in particular the post inspection minimums.
8. Ensures that on a daily basis the engineers log in to the Council’s insurance company’s online portal and retrieve the insurance inspector’s reports, review the documents and highlight and action safety matters and service improvements. Sends all reports on to the responsible contractors and arranges post inspection as and when required to ensure maintenance items have been rectified.
9. Responds with corporate timescales to councillor enquiries and complaints and general enquiries from a wide range of sources including residents and their representatives, Councillors, members of Parliament, RMO’s and Co-ops etc. Reviews systems and procedures in the light of complaints and suggestions received and makes changes to improve service delivery standards.
10. Responsible for technical and financial management of the department’s lift contracts in order to provide a cost effective and quality service to residents. Ensures systems are in place to closely monitor contractors’ response to breakdown callouts against contractual targets and to apply damages for late attendance when appropriate. Utilises the remote monitoring system, scrutinises the validity of the contractors’ monthly maintenance to ensure that the specification is adhered to before any payment is sanctioned. Ensures also that contractors’ performance in connection with completion targets for planned, programmed or responsive repairs is closely monitored and that action is taken to secure an improvement when those targets are not met.
11. Chairs pre-contract site meetings on major contracts, agrees a programme of works that will cause the least amount of disruption to residents, liaising with other departments or agencies as necessary. Agree the siting of contractors’ welfare and storage facilities. Makes site visits where there are serious issues as required. Ensures that adequate site inspections are carried out by the Consultants and Lift Engineers. Liaises with residents on work proposed and work in progress and ensures that all complaints registered in site complaints book are investigated and acted upon. Also attends all major consultation meetings as the Councils leading expert with regards to lifts.
12. Ensures that monthly lift contractor performance and contract monitoring reports are compiled and that action is taken to ensure the continuous improvement of contractor performance. Ensures all weekly clerk of works reports are monitored for factual correctness and compliance. Any accidents are monitored and reported to the relevant authority. Holds monthly minuted meetings with the consultant and contractors to discuss any issues that have arisen, ensures that the contract is on target, the amount of materials and completed works are assessed and an agreement is met with the consultant and contractor before any payments are sanctioned.
13. Provides expert advice to both the Wandsworth Insurance department and the Borough Solicitor on technical matters relating to lift installation and maintenance and acts as the Councils expert witness in defence of claims of injury to persons, damage to property and so on brought against the Authority.

**Generic Duties and Responsibilities**

1. To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
2. To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
3. To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
4. To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
5. To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
6. The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

1. Manages the budgets for lift services valued at over £1,000,000 per annum.
2. Maintains contact with lift industry bodies and statutory authorities over ever-changing requirements on safety and good practice relevant to public sector housing lifts. Ensuring that current British standard & European regulations are incorporated into major work projects and maintenance contracts.
3. Attends evening meetings as necessary and will participate in the Council's stand-by arrangements to ensure continuity of service out of normal working hours and in emergencies.
4. Has deputising responsibilities for the authorising of orders, invoices and general HR and administrative tasks in the absence of the Business Transformation and Supports Services Manager

**Current Team Structure**

**Lift Engineer X3**

PO3  
Graham Coveney

Simon Skipp

Vacant

**Senior Lift Engineer**

PO6  
Michael Clarke

**Head of Lift Services**

MG1  
Vacant

**Business Transformation & Support Services Manager**

MG3  
Frank Egan

**Person Specification**

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| **Post Number: H3031** | **Date December 2021** |

**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge** | |
| 1. Detailed knowledge & experience of installing, refurbishing and maintaining lifts and lift management systems. | A / I |
| 1. Knowledge of the current IET wiring regulations and relevant standards appertaining to lift installations | A / I |
| 1. Expert knowledge and awareness of Health and Safety, lift and associated regulations. | A / I |
| 1. . Has leasehold management practice experience on lift and associated projects and support and maintenance issues. Including a knowledge of Minor and Intermediate JCT contracts | A / I |
| 1. Demonstrate an understanding of the need to promote the Council’s Equal Opportunities Policy and be prepared to work to ensure the operation of this policy. Demonstrate an awareness and understanding of duties, responsibilities and principles in relation to safeguarding children and vulnerable adults within the work role. | A / I |
| **Experience** | |
| 1. Extensive Managerial experience and the ability to manage a team of highly professional lift engineers and consultants. | A / I |
| 1. Demonstrate experience of lift contract management and project management procedures for complex works. An expert on the maintenance, installation, refurbishment and tests procedures associated with all types of lift refurbishment. | A / I |
| 1. Extensive experience of managing budgets and contract payments for both maintenance and capital works. | A / I |
| **Skills** | |
| 1. An aptitude for using a range of business application software, including Word, Access, Excel, document management and web-based systems. An ability to effectively support staff using this business software. | A / I |
| 1. Effective written and oral communication skills, the ability to formalise business requirements in technical terms and explain technical lift issues to other professionals, departmental staff and consultants, including appropriate presentation skills. A proven ability to communicate effectively with members of the public, colleagues, senior managers and Councillors. | A / I / T |
| 1. The ability to diagnose and advise on the rectification of faults and defects to all types of lift equipment | A / I |
| 1. The ability to work under pressure to meet tight deadlines and to determine competing and changing priorities for the lift team.as well as attending resident consultation meetings as the Council’s lift expert.. | A / I |
| 1. The ability to train and motivate staff to secure and maintain improvements in the quality of their work and improve future schemes. | A / I |
| 1. The ability to identify the need for change, then to introduce and manage changes designed to improve service delivery. | A / I |
| **Qualifications** | |
| 1. Must have NVQ level 3 lift engineering or equivalent or have practical and extensive lift engineering experience within a public housing authority environment. A Management qualification is desirable. | A / I / C |
| 1. Must have a full driving licence and the use of a car or a bicycle and be prepared to use it for work purposes | A / I / C |

These values and behaviours will be developed further as the SSA becomes established.

A – Application form / CV

I – Interview

T – Test

C - Certificate

1. [↑](#footnote-ref-1)