**Job Profile**

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| **Provisional Job Title: Lift Engineer** | **Grade: PO3** |
| **Section: Lift Team, Support Services** | **Directorate: Housing and Regeneration** |
| **Responsible to: Senior Lift Engineer** | **Responsible for: Lift installations, lift services and contract management.**  |
| **Post Number: H3113/H3114** | **Date February 2018** |

**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 Senior Lift Engineer (P05) for the management and supervision of lift installations, lift services including Boroughwide lift maintenance contracts and project work undertaken by the post holder. Adheres to all management & maintenance procedures and ensures that the council’s design policy is maintained.
2. Carries out annual maintenance site inspections, pre and post inspections as required on all lifts. Produces lift Survey reports following referrals from Estate Services Officers, area teams, residents and members. Issues highlighted are immediately addressed. Carry out full surveys of equipment and provide the contractor with a defect list to be addressed on the next scheduled maintenance visit. Ensures that the contractor provides maintenance completion certification for each lift that is reviewed.

**Specific Duties and Responsibilities:**

1. Review all insurance reports related work for all Council lifts. Raise all highlighted repair defects to the contractor which are to be completed within the designated time scale. Forward all insurance reports with observations and defects to the lift contractor to address on the next scheduled maintenance visit. Ensures all reports, certificates and other documents are stored electronically.
2. Ensures that all work is carried out in compliance with British Standards, any legislation relating to lifts and Health and Safety at Work Regulations and ensures that amendments, additions or updates to the regulations are complied with. Report all Health and Safety defects on to the Housing Estate Service repairs department.
3. Ensure that agreed work programmes are adhered to and evaluate any request from contractors for an extension to this programme. Evaluate applications for interim payments. Ensure that the Senior Lift Engineer and Lift Manager is kept informed of negotiations, work in progress and any design, programme or financial changes in projects and obtains authority for changes where necessary.
4. Process contractor invoices – Review documentation, check scheduled repairs and works are carried out the acceptable standards. Dispute any invoices received if works have not been completed within a set time scale or if works fail to meet the required standard. Resolve disputed invoices in a timely fashion after engaging in correspondence with the lift contractor – Post inspection of works required
5. Utilise the Lift Monitoring System (LMS) CMS Anywhere to verify that all lifts within the borough are in service and are operating correctly, if there any anomalies are found and react proactively and contact the Wandsworth Emergency Control to request a SITREP or ESO inspection. Monitor the contractor and equipment alike and to scrutinise and validity of the contractor’s callout Invoices and to ensure that the specification is adhered before any payments are sanctioned. Check the EMU and BT phone lines is functioning correctly, reboot EMU’s on site and report findings on to Senior Lift Engineer. Ensure contractors use the Council’s online facilities to pay invoices and monitor contractors inputting of dates on the housing management system.
6. Investigate reports from Area Teams on lifts out of order or recurring breakdowns, taking remedial action. Conduct correspondence with Area Teams and other outside bodies to ensure that damage and repair work to lift equipment is carried out.
7. Liaise with residents and tenant management organisations regarding lift related matters and where necessary attend meetings with them. Update residents with written letters when carrying out any works which will surpass a 24 hour period. Ensure that the contractor complies with the detailed specifications and requirements prescribed under “lift shutdowns” for more than a 12 hour period
8. Supervising and visiting lift refurbishment works on a daily basis when possible to ensure that the contractor complies with the detailed specifications and requirements prescribed for all aspects of the work. Compiling a weekly clerk of works report consisting of percentage of works completed, working within the schedule and keeping the project on course to finish within the completion date. Ensure all weekly clerk of works reports are monitored for factually correctness and compliance. Attend and minute monthly meetings with the consultant and contractors to discuss any issues that have arisen ensure that the contract is on target and compliant.
9. Regularly attend contract management meetings and play an active role in them, including chairing the meeting as well as pre and post meeting discussions on performance and delivery. After the meeting draft or check the Minutes as soon as possible and submit them to the Chair for approval, Distribute the minutes to all parties, If action points are raised, check that they know what they are meant to do that job, and when the point needs to be addressed by.
10. As directed by the Senior Lift Engineer and Lift Manager undertakes design work and detailed specifications for the refurbishment of lifts, i.e. materials and components to be used. Liaise with other departments, consultants, statutory authorities and lift manufacturers at a senior management level to achieve the satisfactory development of projects, suggesting alternatives to previously used material and components. Keep up-to-date with lift design, maintenance techniques and general technical innovations.
11. Assist in the provision of regular documentation and appoint certified safety training personnel to train the Estate Service Officers on the Emergency release procedures as they are the HCS Departments front line section responsible for attending to lift trappings Demonstrate the safe release and rescue of any members of the public trapped in any lifts i.e. Hydraulic lifts, machine roomless lifts and traction lifts at any time. Provide refresher training when requested or on a yearly basis for Estates Services Officers. Ensure all Estates Services Officer’s are fully trained on refurbished lifts when new technology is introduced. Record and log all officers signed documents once training has been completed. Instruct WEC officers on the correct interpretation of the CMS anywhere and to advice on any points that require clarification.
12. Check and evaluate final accounts, investigating their descriptive and financial content, after checking that the work has been satisfactorily completed. Thereafter, making a recommendation to the Senior engineer and Lift Manager.
13. Assist the Senior Lift Engineer and the Lift Manager in the Preparation of budget estimates and schedules of priorities for lifts requiring renewal or refurbishment for inclusion in expenditure forecasts and to assist future work load planning.
14. Undertake the regular inspection of lift installations, checking all safety aspects including condition of ropes, machinery, control systems and HASAW aspects, and prepare schedules of defects for rectification by lift Maintenance Company identifying recurrent problems of design or defective maintenance needing rectification. Compiling a full and extensive site specific report with my findings and advising the contractor of any Issues or defects found. Raise repair orders with set priority timescales which is followed up with a post inspection once works are completed.
15. Log breakdowns on a daily basis from the previous night and log the records into the daily callout data. Use the LMS to check each callout for “Late Arrivals” or “No Log On To EMUs”, then log and report any incidents found to the contractor as per the specification.
16. Liaise and negotiates with lift maintenance contractors and insurance companies at a management level agreeing work programmes and ensuring that insurance assessors inspection findings are dealt with expeditiously and that arrangements for repair work are made to ensure continuation of insurance cover.

**Generic Duties and Responsibilities**

1. To contribute to the continuous improvement of the Borough’s 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 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.
4. To understand the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
5. 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. Must maintain contract 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.
2. 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.
3. Undertakes available training opportunities and shows a commitment to continuous development, maximising potential and ensuring the efficient delivery of Council services, and participating in the staff development and appraisal scheme.

**Current Team Structure**

**Lift Engineer X2**

PO3
Graham Coveney
Vacant

**Senior Lift Engineer**

PO5
Michael Clarke

**Lift Manager**

PO6
Warren Griffith

**Business Transformation & Support Services Manager**

MG3
Frank Egan

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**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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision.
* taking a team approach that values collaboration and partnership working

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| **Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge**  |
| 1. Knowledge of the current IET wiring regulations and relevant British standards appertaining to lift installations
 | A / I |
| 1. Conversant with installations, refurbishment and test procedures associated with all types of lift equipment
 | A / I |
| 1. Up-to-date on the maintenance requirements for all types of lift installations and equipment in general.
 | A / I |
| 1. Demonstrate an understanding of the need to promote the Councils Equal Opportunities Policy and be prepared to work to ensure the operation of this policy
 | A / I |
| 1. 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. Experience in site and lift project management
 | A / I |
| 1. Confident and experienced in the uses of Microsoft Office and IT generally
 | A / I |
| **Skills**  |
| 1. The ability to work on your own initiative, to prioritise between conflicting demands and working under severe pressure to meet tight deadlines
 | A / I |
| 1. Ability to assess the labour and material requirements necessary for the repair and maintenance of lifts
 | A / I |
| 1. Ability to produce neat drawings and provide clear precise reports
 | A / I / T |
| 1. Ability to diagnose equipment failures and malfunctions, advise on the rectification of faults and defects to all types of lift equipment and instruct contractors on the appropriate action required.
 | A / I |
| 1. Must demonstrate excellent communication skills and experience of dealing with customers face to face and on the telephone and the ability to brief contractors on remedial works.
 | A / I / T |
| **Qualifications**  |
| 1. Must have a NVQ level 3 lift engineering or Equivalent
 | 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
 | I / C |

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)