**Job Profile**

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| **Provisional Job Title: Lift Manager** | **Grade: PO6** |
| **Section: Lift Team, Support Services** | **Directorate: Housing and Regeneration** |
| **Responsible to: Business Transformation & Support Services Manager** | **Responsible for: Lift installations and refurbishment, lift services and contract management.**  |
| **Post Number: H3031** | **Date August 2019** |

**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 Service Manager (MG3) for the management, supervision and co-ordination of all lift services including borough wide lift maintenance and capital works, lift monitoring system, autodiallers 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. Provides advice to the Business Transformation and Support Services Manager and other senior managers on the selection of firms to tender for work and appropriate forms of tender and conditions of contract. Provides all information required for the invitation of tenders. Examines tender reports and prepares recommendations for acceptance of the most advantageous offers.

**Specific Duties and Responsibilities:**

1. Senior manager for capital lift projects, responsible for a wide range of design and procedural decisions requiring skill and judgment. Advises the Divisional Head and other senior managers on all aspects of lift services in the Housing and Community Services Department. Attends evening meetings with tenants, leaseholders, contractors, consultants and councillors to explain how the scheme will affect them and their block allowing for any extra requirements that maybe necessary for vulnerable residents.
2. Manages a team comprising:-

1 X Senior Lift Engineer (PO5)

2 X Lift Engineers (PO3).

Shares 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.

1. Ensure the proper management of all contractors 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, constantly monitors maintenance requirements and cost and service reliability in order to achieve the optimum lifespan of each installation and the recommendations for replacement or refurbishment are priced and put forward for inclusion in the capital programme at an appropriate time.
2. Prepares and present reports for Housing Committee and Borough forum as required. Also attends all major consultation meetings as the Councils leading officer with regards to lifts.
3. Ensures that staff judiciously carry out their duties with regards to annual condition surveys and maintenance assessments, Health & Safety inspections LG certification, insurance assessments, ESO reports, reports from residents, requests from Estate Managers regarding lift performance, Surveyor Reports and Highlighting defects/reports to Housing Estate Services Repairs regarding Access/ egress and safety issues as and when the section is made aware, so as to ensure the safety of all residents and contractors to protect the Councils position Establishes, maintains and modifies such records as are considered necessary to monitor compliance with all legal and other obligations. Ensure that information is correct in reports from others should it be required.
4. Responsible for management, supervision and training and advancement of staff. Responsible for time-keeping, authorising leave, training and mileage as well as all general conduct, absence and discipline matters. Responsible for setting targets for staff and carrying out mid term and end of year appraisals
5. Ensure all staff identified are responsible for areas that they are specifically trained in and have expertise and knowledge. Make sure that their continued training needs in these areas are always kept up to date.
6. Ensure that departmental and corporate inspection targets are met and invoiced payments targets are achieved. Ensure contractors use IT on line facilitates 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. Monitor contractors inputting of dates on the housing management system by running reports. Comply with the Housing Management Specification in particular the post inspection minimums.
7. Responsible for the day to day budgetary cost control of a variety of planned maintenance/breakdown repair contracts and the major capital contracts of installation or refurbishment.
8. On a daily basis log in to the Council’s insurance company’s online portal and retrieve the insurance inspector’s reports. The documents are reviewed, and any safety matters are highlighted and actioned accordingly and any necessary repair orders are raised. Send all reports on to the responsible contractors. Arrange post inspection as and when required to ensure maintenance items have been rectified.
9. Continuously check all the lift remote monitors and autodiallers remain operational and available for assessment of all borough wide lift operation and reliability of contractor’s performance and compliance with contract requirements. Continue with the programme of converting BT analogue lines to both the elevator monitoring unit (EMU) and the autodialler system to the GSM sim card system with the intention of eventually achieving a 100% GSM system.
10. Responds with corporate timescales to complaints and enquiries from a wide range of sources including residents and their representatives, Councillors, members of Parliament etc. Reviews system and procedures in the light of complaints and suggestions received and make or recommend changes to improve service delivery standards. Prepares and present reports for Housing Committee and Borough forum as required.
11. Ensure that the Councils asbestos database is updated when asbestos is found by staff and contractors and provide information to future contractors when attending these sites.
12. Prepares preliminary services schemes with budget estimates of cost and schedules of, or briefs for, associated work in other disciplines.
13. Responsible for technical and financial management of the departments lift maintenance contract/s in order to provide a cost effective and quality service to residents. Ensures systems are in place to closely monitor contractor’s response to breakdown callouts against contract time targets and to apply damages for late damages for late attendance when appropriate. Utilising the remote monitoring system (CMS Anywhere) scrutinise the validity of the contractor’s monthly maintenance to ensure that the specification is adhered before any payment is sanctioned. Ensures also that contractor’s 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.
14. Liaises closely with the leasehold & procurement manager to ensure that the specifications for future bulk maintenance contracts fully take account of all appropriate technical legislative , policy and service standard requirements “Drafts” the specification and carries out the full contract administrator role of these contracts.
15. Ensures that all schedules of rates remain correct, by taking account of annual uplifts for all contracts.
16. Monitor the effectiveness of lift term contracts ensuring, in liaison with the procurement manager, that any necessary improvements and modifications are implemented as soon as is practical either by varying current contracts or amending future contracts.
17. Review and introduce new S.O.R.’s and procure extra staff training as statutory legislation changes to reflect this.
18. Maintains the specification for the borough wide day to day maintenance of the Boroughs passenger lifts.
19. Closely monitor the condition of lifts borough wide and identify lifts to be put forward for inclusion in the housing capital programme together with anticipated costs.
20. Preparation of briefing documentation for fee tender assessment. Responsible for the briefing and co-ordination of the work of consultants appointed by the Housing and Community Services Department. Approves all designs submitted by consultants in respect of lift installations and ensures that these comply with the Councils Departmental design standards. Advises senior managers of consultant's performance. Full responsibility for approval of designs prior to consultation. Full consultation with leaseholders prior to invitation of tenders. Overall responsibility for consultant’s recommendation to accept tenders and ultimate responsibility for approval of design and specification prior to leaseholder consultation. Management of the scheme through to commissioning and final account.
21. Carry out duties associated with acting in the role of a Planning supervisor and a Principal Designer for refurbishment projects; this includes pre- development of the H&S plan for the works.
22. Responsible for the evaluation of the consultants tender reports and recommendation on accepting contractors tenders ensuring full compliance with the specification.
23. Chairs pre-contract site meetings on major contracts, agrees a programme of works with estate managers that will cause the least amount of disruption to residents. Agree the siting of contractors welfare and storage facilities. Makes site visits as required. Ensures that adequate site inspections are carried out by the Consultants and Lift Engineers.
24. Liaises with residents, leaseholders 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 officer with regards to lifts.
25. Managing the contractor throughout the duration of the contract ensuring that the contractor is adhering to the specification and is on programme.
26. Ensure that monthly lift contractor performance and contract monitoring reports are compiled and that action is taken to ensure the continuous improvement of contractor performance. Ensure all weekly clerk of works reports are monitored for factually correctness and compliance. Any accidents are monitored and reported to the relevant authority. Hold monthly minuted meetings with the consultant and contractors to discuss any issues that have arisen, ensure 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.
27. Responsible for agreeing extensions of time, issuing certificates of culpable delay, and negotiating with contractors over claims. Ensures that all council audit procedures have been completed prior to the issue of the Final Certificate.
28. Overseeing the projected and carrying out a witness test. Ensures that certificates for practical completion, completion of making good defects and final completion of service installations are issued. . Ensure all O&M and Health and Safety files are in place
29. Agrees, or advises on the agreement of the final accounts for installations.
30. Establishes and administers training programmes for all estate services operatives in the safe release and rescue of any members of the public trapped in any lifts including hydraulic lifts, machine roomless lifts and traction lifts. Instruct WEC officers on the correct interpretation of the CMS anywhere and to advice on any points that require clarification.
31. 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.
32. For Regeneration projects and new installations e.g. Hidden Homes, provide advise on new technologic advances regarding new drive systems and ECO mode which will ultimately reduce the carbon footprint on the lifts with the borough.
33. Responsible for the selection of various forms of contract employed by the Department Initiates consultation with the Borough Solicitor (as required) on problems of interpretation and legal issues arising dispute arbitration, liquidation and Administration.
34. Advises 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 etc. brought against the Authority
35. Advises 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 person’s damage to property etc. brought against the Authority.

**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. Manages the budgets for the sub-section valued at over £1,000,000 per annum.
2. 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.
3. Participate in the Council's stand-by arrangements to ensure continuity of service out of normal working hours and in emergencies.

**Current Team Structure**

**Lift Engineer X2**

PO3
Graham Coveney

Vacant

**Senior Lift Engineer**

PO5
Michael Clarke

**Lift Manager**

PO6
Vacant

**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** |
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| **A – Application form I – Interview T – Test C – Certificate (original evidence)** |

**Knowledge**  |
| 1. Knowledge & experience of installing, refurbishing and maintaining lifts.
 | A / I |
| 1. Knowledge of the current IET wiring regulations and relevant standards appertaining to lift installations
 | 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 as laid out in the Children’s Act 2004.
 | 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.
 | A / I |
| **Experience**  |
| 1. Extensive Managerial experience and the ability to manage a team of lift engineers.
 | A / I |
| 1. Demonstrate experience of lift contract management and project management procedures. Conversant with the maintenance, installation, refurbishment and tests procedures associated with all types of lift refurbishment.
 | A / I |
| 1. 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 as well as attending resident consultation meetings.
 | A / I |
| 1. The ability to train and motivate staff to secure and maintain improvements in the quality of their work and any 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 |

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