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| **Job Description** |
| **Post title** | Stair Lift Engineer |
| **JE Reference No** |  |
| **Grade** | Tradesman rate plus 50% interim operational allowance plus 7% on basic rate of pay |
| **Service** | Regeneration, Economy & Growth  |
| **Service Area** | Corporate Property & Land - Building & Facilities Maintenance |
| **Reporting to** | Lift Foreman |
| **Location** | Your normal place of work will be Meadowfield Depot but you may be required to work at any Council workplace within County Durham and Surrounding Areas as required. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is noteligible for flexitime.The hours worked are 39 per week, 2 of which accrue as up to 12 stand-down days per year, to be taken as directed by management. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Responsible for the provision of a value for money and quality service ensuring a high level of customer satisfaction.

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| **Duties and responsibilities** |

* The installation, repair, maintenance, and servicing of vertical lifts, stairlifts, hoists and lifting equipment.
* Attend to out of hours emergency call-outs and be included onto an on call rota (if required).
* To work in accordance with the information, instruction and training given and to inform the Foreman of any potential safety hazards not adequately controlled.
* Maintain personal protective equipment to prescribed standards.
* Complete timesheets and other relevant documentation.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Accredited Lift Engineering apprenticeship (NVQ Level 2) stair lift repairs and Maintenance.
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| Experience | * Previous experience of working on vertical lifts including operational repairs & maintenance.
* Experience of working on stairlifts and hoists including operational repairs & maintenance.
* Experience of following work instructions, policy and procedures.
 | * Experience of using PDA wireless technology/laptops.
* Experience in the preparation and maintenance of records.
* Experience in the application of appropriate personnel policies & procedures.
* Assessing & ordering parts required for service & repair.
* Managing van stocks & recording usage for billing purposes.
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| Skills & Knowledge | * Knowledge of health and safety regulations.
* Customer care skills & achievement of customer satisfaction.
* Evidence of Continuous Professional Development.
* Knowledge of Building and Construction Legislation policies and safe working practices & best practice.
* Knowledge of ISO 9001 and OHSAS 18001.
* Literacy and numerical skills.
* Ability to successfully manage own workload.
* Good communication skills.
* Organisational and business acumen.
 | * Knowledge of County Council policies & procedures, costing and administrative systems.
* Good problem solving skills combined with innovation.
* A good understanding of the role of performance management in service delivery.
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| Personal Qualities | * Self-motivated.
* Good team worker.
* Ability to work on own initiative.
* Able to work flexibly and under pressure to ensure deadlines are met.
* Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment.
* A willingness to work outside normal working hours (call-out rota in operation).
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