

Lift Engineer

Assets & Sustainability

Overview	
Role Purpose	Provide technical support to the lift contractors delivering services to passenger and domestic lifting equipment within a geographical region.
Responsible for	Planning, specifying, managing, and overseeing lift contractors work, to ensure the installations are managed and maintained to a high level and are compliant with the relevant statutory regulations and standards. Responsible for pre and post inspections, recommending and specifying works, contractor coordination, completion of site surveys and writing subsequent reports. Liaising with residents.
Reports to	Lift Manager
Line management	N/A
Tier	Tier 8
Expectation Level	Colleague
Role relationships	
Internal	<ul style="list-style-type: none"> Contract Officer(s) working alongside the Lift Engineer, responsible for managing contractors in their geographical region. Local officers whose residents benefit from passenger and/or domestic lift services.
External	<ul style="list-style-type: none"> Suppliers delivering the Statutory Inspection programme. Contractors delivering the lift PPM, repairs and refurbishment/replacement services. Consultants supporting the delivery of lift services. Residents and other stakeholders where lift services are provided.

Role accountabilities
<ul style="list-style-type: none"> Work with the Contract Officers to support the delivery of services including planned preventative maintenance, repairs, refurbishment and replacement of passenger and domestic lifts. Support the Contract Officers to manage the contractors and consultants appointed to deliver lift services. Research, prepare and write technical reports and contract specifications, including providing alternative solutions and recommendations for the most appropriate technical solution. Provide costings for all recommendations and details of budgetary implications. Regularly attend site with contractors to ensure planned preventative maintenance, repairs and Statutory Inspections are delivered to a high standard in line with the contract specification. Provide a high level of customer satisfaction through the management of the lifts and lifting equipment. Ensure H&S, regulatory and governance compliance for all lift related works. Ensure that H&S requirements are included in all reporting requirements and liaise with H&S team as required to ensure adequate priority is given to this area of work.

Role accountabilities

- Identify and prioritise sites to be included in future maintenance programmes. Work with contractors and suppliers to provide accurate budgets in relation to current and future projects, demonstrating value for money over the life of the equipment.
- Liaise and work collaboratively with other teams, residents, senior members of staff and others to advise on faults and rectification works required for passenger and domestic lifts. Keep third parties informed and issue both written and verbal communications as appropriate. Ensure excellent relationships with these key stakeholders are always maintained and promote NHG.
- Build and ensure excellent relationships with key stakeholders (MPs, Local Authorities, Resident Groups, Contractors, and Consultants) are maintained at all times.
- Instruct contractors to install remedial measures to rectify any faults to ensure efficient operation. To record all information and to develop trend analysis for future programming.
- Manage risks associated with areas under your control. Ensure that effective controls are in place to highlight and limit risk. Contribute to the identification of risks as part of the planning process, ensuring adequate mitigation and control measure are implemented.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Essential

- Experience of working as a lift service engineer on various manufacturer's equipment

Desirable

- Experience of working as a lift installation engineer
- Experience working in the residential sector.

Professional expertise (know how & experience)

Essential

- Thorough working knowledge of hydraulic and traction installations.
- Ability to complete an intrusive inspection of a lift installation and prepare a report

Desirable

- Experience snagging/examining lifts.

Skills

Essential

- Ability to carry out root cause analysis of faults and diagnose cause of issues.
- Ability to explain complex and technical matters to non-technical stakeholders.

Desirable

- Experience of writing reports and specifications to explain the cause of issues found.

Qualifications and/or professional membership

Essential

- Level 3 NVQ in Installation Commissioning (Lifts)
- Level 3 NVQ in Engineering Maintenance (Lifts)

Desirable

- Level 4 NVQ EAL Certificate in Performing Testing Operations (Performing)

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.