**What’s it all about**

**Lift Engineer**

**> Directorate > Team/department**

As our lift engineer you will provide support to the lift contractors delivering services to passenger and domestic lifting equipment.

**How you’ll make a difference**

Our contractors will carry out the actual repairs, Installations and maintenance, but your skills and experience will be invaluable in making sure complex repairs, or repairs that require multiple trades, get completed quickly and effectively. You’ll build relationships with resident-facing staff and contractors to ensure updates are communicated efficiently and you’ll be an ambassador for NHG while working in our buildings.

**How you’ll do it**

• 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

• 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.

* Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
* Hybrid arrangements - at **least three days a week in an office or in a community/site based/partnership setting**. On other days, working from home may be possible, depending on the work needed and the interaction required.

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at staff level

**Essential knowledge, experience and skills including qualifications and professional membership**

* Essential to have experience of working as a lift service engineer on various manufacturer’s equipment, to have a thorough working knowledge of hydraulic and traction installations. Ability to complete an intrusive inspection of a lift installation to prepare and draft reports.
* Essential to have either Level 3 NVQ in Installation Commissioning (Lifts) or Level 3 NVQ in Engineering Maintenance (Lifts)
* IntermediateIT and systems skills including Microsoft office
* This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS)