

# Lift Manager

## Assets & Sustainability

Overview	
<b>Role Purpose</b>	Lead a team of Contract Officers and Engineers to manage our lift contracts to ensure our equipment is well maintained, and meets statutory, regulatory and corporate standards, for the benefit, health and safety of our residents.
<b>Responsible for</b>	Ensuring NHG's Lift and Lifting Equipment installations are 100% compliant with LOLER regulations. Managing the Lift Team, providing contract and technical support and advice where required and an escalation point for stakeholders. Attending contractor meetings where required, ensuring a consistent service is provided to the Contract and Local Officers. Responsible for ensuring the quality and compliance of the Lift Engineers work and verifying reports. Setting and managing budgets for Lift and LOLER related works. The Lift Team will be responsible for identifying, planning and procuring capital works for all Lift assets, programmed and reactive.
<b>Reports to</b>	Head of M&E, Fire and Asbestos
<b>Line management</b>	Direct
<b>Tier</b>	Tier 7
<b>Expectation Level</b>	Team Manager
Role relationships	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Operational Managers and their teams whose residents benefit from a passenger and/or domestic lift.</li> <li>Finance team for payment services.</li> <li>Data team to maintain accurate asset records.</li> <li>IT team to benefit from links between contractors and NHG.</li> <li>Development and Regeneration colleagues to provide lift advice on new developments.</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Suppliers delivering the Statutory Inspection programme.</li> <li>Contractors delivering the lift PPM, repairs and refurbishment/replacement services.</li> <li>Consultants supporting the delivery of lift services.</li> </ul>

Manager / leadership criteria	
<b>Functions</b>	Compliance
<b>Staff reports</b>	Total: 4 Direct: 4 Indirect: 0
<b>Budget size</b>	£2.6m
<b>Specific designated, regulatory compliance requirements</b>	LOLER (Statutory Inspections)

**Other key data (i.e. size of operation, units managed, size of programme etc)**

This team is responsible for delivering the maintenance and compliance inspection programmes for circa 1,350 lift/lifting equipment assets

### Role accountabilities

- Ensure contracts are fully compliant with all relevant statutory, regulatory, and corporate requirements.
- Lead the procurement and commercial evaluation of Lift contracts including meaningful resident involvement.
- Ensure that KPI's are monitored correctly to ensure contractors provide a high level of service.
- Manage the Contract Officers and Lift Engineers to deliver effective services including planned preventative maintenance, repairs, refurbishment and replacement of passenger and domestic lifts.
- Promote a culture in line with NHG's values and deliver excellent customer service.
- Provide a high level of customer satisfaction through the management of the lifts and lifting equipment.
- Act as an escalation point for the external contractors and consultants appointed to work on the lift portfolio. Evaluate and approve complex technical reports and contract specifications written by the team, including providing alternative solutions and recommendations for the most appropriate technical solution. Provide costings for all recommendations and details of budgetary implications.
- Liaise with other managers within Compliance to provide a consistently high service across NHG. Provide strategic advice to the Planned Investment teams where works to lifts can be scheduled alongside other improvement works.
- 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.
- Ensure excellent relationships with key stakeholders are always maintained and promote NHG.
- 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.
- Develop data based on reactive works, linked to equipment attributes, and establish trends to inform future maintenance/capital works programming.
- Manage risks associated with lifts and lifting equipment. 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

- Extensive experience of working as a lift service/installation engineer on various manufacturer's equipment.
- Line management experience.
- Experience working within an office environment.

#### Desirable

- Demonstratable experience managing budgets.
- Experience of working in the residential sector.

<b>Professional expertise (know how &amp; experience)</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Working knowledge of hydraulic and traction lift installations.</li> <li>Knowledge and understanding of contracts and contract management.</li> <li>Knowledge of regulations relating to lifts and mobility equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Experience snagging/inspecting lift installations.</li> <li>Technical report writing experience.</li> </ul>
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Leadership</li> <li>Commercial awareness</li> <li>Performance management</li> <li>Change management</li> <li>Relationship management</li> <li>Effective IT skills including intermediate MS Office skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience writing technical reports and specifications</li> </ul>
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Level 3 NVQ in Installation Commissioning (Lifts)</li> <li>Level 3 NVQ in Engineering Maintenance (Lifts)</li> </ul>	<ul style="list-style-type: none"> <li>Level 4 NVQ EAL Certificate in Performing Testing Operations (Performing)</li> <li>Contract management qualification</li> </ul>

## 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 Team Manager expectation level and therefore you should refer to the Team Manager 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.