

What's it all about

The Lift Engineer provides technical expertise and support for the delivery of passenger and domestic lift services across a designated geographical region. The role is responsible for planning, specifying, managing and overseeing lift maintenance, repairs, refurbishment and replacement works carried out by contractors, ensuring that lift installations are safe, compliant, reliable and deliver high levels of customer satisfaction.

How you'll make a difference

Ensure passenger and domestic lifts remain safe, compliant and operational for residents and customers.

Support effective delivery of lift maintenance, repair and replacement programmes.

Improve reliability and performance of lift assets through technical expertise and proactive identification of works.

Ensure contractors deliver services that meet quality, safety and regulatory requirements.

Provide professional technical advice to stakeholders.

How you'll do it

- Carry out root cause analysis of faults and recommend solutions.
- Ensure compliance with health and safety legislation and lift regulations.
- Communicate effectively with residents and stakeholders.
- Monitor lift performance and maintenance trends.
- Manage risks and implement mitigation measures.
- Follow all NHG policies and procedures. working from home may be possible, depending on the work needed and the interaction required.
- Work closely with Contract Officers to support maintenance, repairs, refurbishment and replacement programmes.
- Manage and provide technical support to contractors and consultants delivering lift services.
- Prepare technical reports, specifications, recommendations and cost estimates.
- Undertake site inspections and surveys to assess lift condition and identify defects.

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
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Qualification Experience
- Experience working as a Lift Service Engineer on a variety of manufacturers' equipment.
- Experience carrying out lift fault diagnosis and root cause analysis.
- Knowledge and Technical Skills
- Thorough working knowledge of hydraulic and traction lift installations.
- Ability to complete intrusive inspections and produce reports.
- Ability to explain technical issues to non-technical stakeholders.
- Qualifications
- Level 3 NVQ in Lift Installation and Commissioning.
- Level 3 NVQ in Lift Engineering Maintenance.
- Desirable
- Level 4 NVQ/EAL Certificate in Performing Testing Operations.
- Residential sector experience.
- Safeguarding: This role is subject to a Basic DBS check.
- Customer Service
- **Intermediate/ advanced** IT and systems skills including Microsoft office (delete as appropriate)