

Stairlift Installers Mate – Job Description

Company: Lift Services S&I

Function: Installations

Reports to: Installation/Depot Manager

Purpose

To assist with the installation and removal of Stairlift products

Key Responsibilities

Service Provision

1. Health, Safety and Environment

This area will always be the priority for our business. You will have significant responsibilities in helping to ensure the health, safety and welfare of yourself, employees, customers, and others. To do this effectively, you will need to develop and maintain a good working knowledge of the Health, Safety and Environment policies and rules. This will enable you to have an appropriate understanding of what is required.

2. Technical Knowledge

You will develop and maintain an appropriate level of technical knowledge of products to be installed. You will work to ensure the effectiveness of plans laid out in your Personal Focus and Performance Reviews. You will review any product related information, such as PDN's, Safety Notices, etc. and ensure that these are complied with. You will have an appropriate understanding of any relevant legislation, standards, codes of practice etc. To enable:

- Stairlift installations and removals to be completed safely
- Take responsibility for checking lift specification when loading ensuring the suitability With the end user

3. Communication

You will demonstrate the skills required for effective verbal and written communication. This will enable you to communicate with your manager, colleagues and customers to deal with business issues.

4. Quality

Your work will comply with the high standards set by and expected from our business and you will ensure that these are achieved. These standards will include:

- The quality of the work you carry out
- The quality of the records you produce
- Your appearance and that of your company vehicle etc.
- The ways in which you communicate with customers and colleagues
- Productivity

5. Continuous Improvement (CI)

You will fully engage in CI activities for yourself, the Stairlift Installation team and for the company as a whole. The aim is to identify and implement “best practice” in all areas of

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our operations. To do this you are required to develop the necessary knowledge and skills in CI - you will also need to challenge current practice, always looking for more effective and efficient ways to do things:

- Identifying ways to improve performance
- Providing feedback of completed installations to identify any improvement issues
- Reflecting on your own performance to identify development needs

6. **Team Liaison**

The Stairlift Team has a diverse range of activities and capabilities and you are an important member of this team. You will work with colleagues in other areas of the team in a constructive manner that helps to foster good and productive working relationships. You will contribute to the development and implementation of your BAP/ LAP.

7. **Planning** Ensure you are aware of your scheduled work and loading / unloading arrangements. Check and liaise with customers prior to installation to:

- Inform of arrival times
- Check all sub contract work completed
- Check any control measures listed on risk assessments are in place

8. **Customer Service**

You will deliver an exceptional level of customer service. As a minimum, we will meet our contractual obligations as a high-quality service provider. However, the aim is for our customers to be delighted with the service they receive. You will lead by example in taking ownership of customer service issues ensuring that:

- We fully and effectively communicate with customers with service issues
- Others in the business are kept informed of these issues as appropriate
- Problems are escalated where this will help resolve them
- Issues are fully resolved to the satisfaction of the customer
- Suitable records are maintained
- Where appropriate, actions are taken to prevent a repeat occurrence of issues

9. **Environment**

Ensure the safe disposal / storage of:

- Packaging
- Removed lifts
- Lift components
- Consumables

10. **General**

Ensure during installation and handover the end user remains our priority

Ensure paperwork completed correctly and on time

Ensure company vehicle is serviced at required intervals and defects rectified

Ensure the company Health, Safety and Environment procedures and policies are adhered to

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Installers Mate function.

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Skills and Experience

- Effective communication skills: Including the ability to provide clear feedback; and to record and update information
- Ability to keep calm and effective under pressure
- Eye for detail
- Driving licence is always essential
- Mechanical/electrical background is desirable
- Warehouse exposure is desirable

Personal Attributes and Behaviours

- ✓ Effective team player
- ✓ Excellent time-keeping
- ✓ Positive, enthusiastic attitude
- ✓ Flexible approach to an ever-changing schedule of work
- ✓ Neat, clean and professional personal appearance and behaviour

Managerial and Supervisory Responsibility

- None

Relationships

Internal

The jobholder will be expected to maintain effective working relationships with colleagues, managers and Head Office support departments.

External

External agencies including suppliers and customers.

Education and Qualifications

- Product manufacturers approved course on relevant products
 - IOSH Working Safely
 - Asbestos Awareness
 - Manual handling
 - First Aid
- (if the jobholder does not hold the above, these must be achieved whilst in the role)