

# Stairlift Installation Engineer

**Stannah**

## **– Job Description**

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Company: Stannah Lift Services Ltd – Sales and Installations

Function: Operations

Reports to: Installation Manager

### **Purpose**

To carry out the installation and removal of Stairlift products

### **Key Responsibilities**

1. Achieve the highest standards of health, safety and environmental performance
2. Fully engage in continuous improvement activities to enhance the efficiency and effectiveness of our operations
3. Demonstrate appropriate commercial awareness and understanding so that we achieve our required levels of productivity whilst maintaining promises to customers
4. Consistently demonstrate a performance style which supports our company values as detailed in our Company Behaviour Standards
5. Develop and maintain an appropriate level of technical knowledge and understanding to ensure products being installed comply with relevant standards and CE directives
6. Report any accidents or near misses as appropriate
7. You will ensure that all work will comply with the high standards set and expected by the business
8. Ensure you are aware of your scheduled work and loading / unloading arrangements
9. Carry out courtesy calls with customers prior to commencing works and feed back any issues identified
10. Reflect on your own personal performance to identify any development or training needs
11. Maintain standard of appearance for both yourself and the company vehicle
12. Deliver customer service consistent with our brand values and ethics
13. Monitor driving style and performance
14. Update and maintain van stock levels

*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 the Operations function.*

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### Skills and Experience

- Asbestos Awareness
- Ability to make effective use of smart phone / tablet
- Experience of identifying and implementing best practice in all areas of our operations
- Commitment to continuous Improvement
- Knowledge and understanding of relevant legislation, standards, codes of practice etc
- Effective communication skills
- Recording and updating information

### Personal Attributes and Behaviours

- ✓ Effective communication skills
- ✓ Methodical problem solving approach
- ✓ Calm & effective
- ✓ Ability to be positive

### Personal Responsibility

- Health, Safety and Environment
- Time management
- Providing feedback as required
- Identify potential reductions in expenditure
- Contribute to the development and implementation of our DBAP and LAPs
- Comply in full with all company policies and procedures
- Awareness of GDPR requirements.

### Relationships

#### Internal

The jobholder is expected to maintain close and effective personal working relationships at relevant levels of the organisation. The communication skills required include the ability to communicate technical and sensitive information.

#### External

External agencies including suppliers, customers and sub-contractors

### Education and Qualifications

- NVQ2 in stairlift installation
- Non licensable work with asbestos
- IOSH working Safely
- Full driving license