

Company: Stannah Lift Services Ltd – Home Accessibility

Function: Homelift Operations

Reports to: UK Homelift Installation Manager

# Purpose

The purpose of the Ceiling Track Hoist & Homelift Installation Engineer is to undertake the safe installation and removal of CTH & Homelift products, whilst delivering the best customer experience in support of the effective delivery and achievement of Business and Departmental Objectives.

**Key Responsibilities**

1. Complete the installation and removal of Ceiling Track Hoists & Homelift products whilst achieving the highest standards of **health, safety and environmental** performance without compromise of yourself, your colleagues, customers and members of the public by adhering to our Health and Safety Policy, Procedures and Safe Systems of Work (SSoW).
2. Deliver **customer service** consistent with our brand values and ethics, to deliver on promises and demonstrate that we care. Maintain standard of appearance for both self and the company vehicle.
3. Fully engage in **continuous improvement** activities to enhance the efficiency and effectiveness of our operations. Develop a strong understanding of our products and processes to identify and develop improved ways of working for the customer, our business and colleagues and work alongside the Installation Manager to implement new initiatives.
4. Demonstrate appropriate **commercial awareness** and understanding by considering your actions and the financial impact that they have on the business, so that we achieve our required levels of productivity whilst maintaining promises to customers and protect costs.
5. Consistently demonstrate a performance style which supports our **company values** as detailed in our Company Behaviour Standards.
6. **Report** any accidents or near misses as appropriate.
7. Ensure you are aware of your scheduled work and loading / unloading arrangements, working with the Installation Manager to communicate and agree changes based on operational requirements.
8. Work with the Assistant Installer to maintain van stock levels to ensure you have the equipment required for the job whilst preventing damage or wastage.

*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.*

**Skills and Experience**

* Ability to Install straight and X-Y ceiling track hoist systems
* Ability to Install transfer gates and turntable systems
* Ability to carry out a technical survey to support the installation of a ceiling track hoist.
* Experience liaising with healthcare professionals to ascertain the correct solution for the service user regarding ceiling track hoists.
* Understanding of LOLER
* Experience installing a through floor lift would be advantageous.
* Ability to coach and train new engineers on ceiling track hoist products.

**Personal Attributes and Behaviours**

* Effective communication skills
* Methodical problem solving approach
* Calm & effective
* Ability to be positive
* Ability and willingness to stay away from home as and when required.
* Ability and willingness to travel throughout the UK as and when required.

**Personal Responsibility**

* Health, Safety and Environment
* Time management
* Providing feedback as required
* Identify potential reductions in expenditure
* Comply in full with all company policies and procedures

**Education and Qualifications**

* NVQ in ceiling track installations
* Manufacturer trained on a ceiling track hoist product range
* Full valid driving license