

Company: Uplifts (Stannah Homelifts Ltd.)

Function: Homelift Operations

Reports to: Building Works Team Leader

# Purpose

To assist in the provision of an efficient service covering pre-build surveys and preparatory building works to support with the effective supply and installation of Homelifts.

**Key Responsibilities**

1. Assist the lead Builder to carry out preparatory building works in line with current building regulations.
2. Assist the lead Builder to carry out pre-build surveys identifying any shortfalls in the scope provided by the sales team.
3. Deliver customer serviceconsistent with our brand values and ethics, to deliver on promises and demonstrate that we care.
4. Consistently demonstrate a performance style which supports our company values.
5. Reflect on your own personal performance to identify any development or training needs. Develop and maintain an appropriate level of technical knowledge and understanding to ensure products being installed comply with relevant standards.

*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**

* Ideally experience assisting with building works in domestic dwellings, ideally in the provision of loft conversions with carpentry/joinery skills.
* Effective communication skills

**Personal Attributes and Behaviours**

* A natural desire to help and a willingness to listen to customers in order to offer them the very best solution that Uplifts can provide
* Calm & effective
* Ability to be positive and empathetic.
* Ability to operate to a high standard, maintaining best working practices and appearance.
* Conversant with all I.T.(tablet/laptop/phone).

**Personal Responsibility**

* Health, Safety and Environment
* Time management
* Comply in full with all company policies and procedures
* Awareness of GDPR requirements.