

Repair Co-ordinator (Major/Minor)

Job Description and Person Specification

Stannah

Function: To administrate the progress of major and/or minor repair projects

Reports to: Field Repair Manager

Purpose

To support the Field Repair Manager in managing engineers and subcontractors to deliver the Branch Business Plan (BBP) objectives for major and/or minor repair fulfilment to achieve general margin contribution as well as supporting the Company purpose, values, objectives and goals.

To help effectively deliver and achieve the Business Objectives, Initiatives and Targets in all aspects of service delivery, Health and Safety being the top priority as well as People (personal development), Customer Service, Financial, Operations and Risk. These being:

Core Responsibilities

1. Risk:

- No compromise on **Health and Safety**: of yourself, your colleagues, customers and members of the public by adhering to and be a champion of our Health and Safety Policy, Procedures and Safe Systems of Work Booklet (SSoWB) at all times.
- Comply with all relevant Policies and Procedures within our Quality Management System (QMS).

2. Financial:

- Consider your actions and the financial impact that they have on the business.
- Care for stock, tools and other equipment to prevent damage or wastage.
- Ensure your activities are scheduled to ensure services are delivered effectively and within the scope of the Customer's contract to maintain profit margins.
- Recognise sales opportunities and communicate these to our Sales teams effectively.

3. Customer:

- Regardless of the contract, deliver the service professionally and with pride.
- Maintain pro-active communication with your customer at all times, both externally and internally.
- Ensure you deliver the very highest levels of customer service. Pro-active communication being the key element to this.
- Manage customer expectations and update your Field Repair Manager before issues become escalated.

4. People:

- Attend all planned training, actively participate and apply the learning effectively in the workplace.
- Contribute to, and where appropriate take the lead on, continuous improvement activities.

5. Operations:

- Work to the agreed standards to ensure service delivery is achieved and maintained as a minimum.
- Balance your time between being in the field monitoring projects and team members activities; and the office.

- Ensure you use intercompany systems correctly and communicate effectively with your peers, office staff and other group companies so that at all times the highest levels of motivation, co-ordination and co-operation are maintained.
- Ensure services are completed within the set time constraints and be mindful of costs.

People Management Responsibilities:

- **Health, Safety and the Environment.** Monitor engineers and subcontractors for compliance with Stannah policies, Safe Working Practices (SWP) and the Safe Systems of Work (SSOW booklet).
- **Site monitoring:** Carry out weekly site monitoring of subcontractors, to include Health, Safety and Environmental objectives, project progress and compliance.
- **Completion of site monitoring forms:** Site Monitoring of Site Prep Sub Contractors, Initial Site Assessment and Weekly Site Reports to feed back to Field Repair Manager.

Other responsibilities: include work planning and general administration:

Under the supervision of the Field Repair Manager:

- Assist in effective allocation and planning of all repair work including the completion of construction phase health and safety plans, risk assessments and method statements
- Assist in consistent and accurate use of the F4/compliance process on all major/minor repair contracts, ensuring thorough design risk assessments are completed in all cases.
- Ensure that field staff adhere to PPE requirements at all times
- Organisation of Engineers equipment and documents
- Attend site meetings with the customer when required
- Writing up reports from site
- Proactively alerting the Field Repair Manager of potential issues or delays
- Accident and near miss investigation and reporting
- Ensure all repair works are completed as per quotations
- Ensure customer feedback forms are completed as per our contractual obligations.
- Track payment milestones, raise applications/invoicing at the correct milestones.
- Submit invoices, and track payment of the same, advising the FRM of any due/overdue payments.
- Procurement of materials, booking and tracking of materials including the logging of safety components on appropriate registers.
- Prepare contract variation quotes as applicable, ensuring correct submission, instruction receipt and update the Stannah contractual position in a timely manner.
- Any other duties/responsibilities as requested by the Field Repair Manager, Branch Manager or other Senior members of the Stannah organisation.

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 Management function.

Relationships

Internal

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

External

External agencies including suppliers and customers.

PERSON SPECIFICATION

Skills and Experience

- Hands-on application of Health and Safety in the workplace
- Good understanding technically of the lift industry in both the complex repair of products but also supply lines and other solutions
- Ideally with site management experience and of monitoring subcontractors
- A well developed understanding of best in class customer service
- Ability to use Microsoft Office.

Personal Attributes and Behaviours

- An attitude that puts safety first
- High levels of self-motivation, self-management and proactivity
- Gravitas with peers, subordinates, customers, suppliers and distributors
- Highly developed communication and listening skills
- A positive and constructive approach to problem solving
- Willing to travel and stay away overnight when required - must hold a valid UK Driving Licence.
- A personal commitment to the values of the Stannah Group, to deliver on promises in safe and effective ways that demonstrate that we care.

Stannah is an equal opportunities employer and welcomes applications from those who are eligible to work in the European Union, irrespective of age, sexual orientation, race religion or political affiliation.

Education and Qualifications

- GCSE English Grade C or above is required.
- NVQ in Administration is desirable or previous proven experience.
- NVQ Level 3 in Lift Engineering or equivalent industry experience is desirable.

Training in SMR and IOSH Managing Safely will be provided.

Other information:

- Working Hours: 39 hour working week with 45 minutes unpaid lunch.
- The jobholder will be based at their contracted Service Branch Office and will be required to travel to sites, other Branch Network and locations as and when required.
- 25 Days Annual Holiday plus 8 Bank Holidays.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Performance Plan, Wellbeing etc.