

# Apprentice Stairlift Engineer

## Job Description and Person Specification

---

**Stannah**

Function: Apprenticeship

Reports to: Field Service Manager/Field Repair Manager

### Purpose

To achieve our Apprenticeship training programme within the approved time-frame for the qualification. This includes both practical training and on the job learning. As you progress through the programme, you will have the opportunity to demonstrate the knowledge, skills and behaviours that you will gain from working closely with our experienced engineers. You may be expected to attend our training centre and other locations, to complete your training.

To support the effective delivery and achievement of the Business Objectives, Initiatives and Targets in all aspects of service delivery. 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 our Health and Safety Policy, Procedures and Safe Systems of Work (SSoW)
- 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

#### 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
- Effectively utilise the communication systems and tools provided

#### 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
- When appropriate, support newer Apprentices with their learning

#### 5. Operations

- Work to the agreed standards to ensure service delivery is achieved and maintained as a minimum
- Understand and support the operational targets as appropriate for PPM, LOLER, and First Time Fix
- Utilise the SMR system, and tools within, to improve operational performances.

### **Apprentice Responsibilities:**

- To attend training sessions or engage in other learning activities to a high standard.
- To produce evidence, maintain and be responsible for content, accuracy and sign off of your NVQ portfolio.
- To complete your NVQ qualification within the required timescale.
- To maintain progress with all aspects of your apprenticeship in line with targets set.
- To pass the internal Gateway in preparation of the End point Assessment
- Prepare and deliver your Project report and pass your End Point Assessment.

### **Engineering Responsibilities:**

- To undertake an appropriate range of tasks suited to the current level of training and development.
- To attend training / learning events or via distant learning with LEIA, and complete course work on time and to a high standard.
- To produce, maintain and be responsible for content, accuracy and sign off of your learning log.
- To take on additional responsibility as you develop throughout the Apprenticeship
- To understand and complete all work-related documentation accurately and on time.
- To understand and comply with policies and procedures.
- To carry out work in a safe and diligent manner.
- To comply with all Health & Safety policies and procedures.
- To attend and fully participate in regular training and development reviews with line management, mentor, HR representatives and Training Department.
- To undertake additional duties in line with capabilities as required.

*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 sensitive information.

#### External

External agencies including suppliers and customers.

## PERSON SPECIFICATION

### Skills and Experience

- Preferable mechanical and electrical engineering aptitude.
- Strong interpersonal skills with ability to work across all levels of an organisation
- Ability to use Microsoft Office.
- Ability to learn new skills.
- Understanding of best in class customer service.
- Excellent communication - verbal and written.

### Personal Attributes and Behaviours

- An Attitude that puts safety first.
- Excellent communication skills with the ability to interact at all levels and with different departments
- Ability to establish good working relationships at all levels, both internal and external as and when required.
- A positive can-do attitude and calm under pressure
- A team player
- Committed to actively improving own skills, knowledge, business awareness and performance through ongoing personal development
- Confident and able to make own decisions (when required)
- Flexible and adaptable
- Strong Attention to detail
- Safety conscious approach to working
- A personal commitment to the values of the Stannah Group, to deliver on promises and 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.

### Managerial and Supervisory Responsibility

- None

### Education and Qualifications

- GCSE in English and Maths level 3 (grade D) or above.

### 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.