

Trainee Escalator Engineer

Job Description & Person Specification

Stannah

Function: Engineering

Reports to: Field Service Manager

Purpose

To assist in carrying out repairs and maintenance on all types and manufactures of Lifts, Escalators and Walkways reporting into the service branch.

Core Responsibilities

1. Engineering:
 - To assist engineers on maintenance and call out visits.
 - To assist engineers in carrying out repair work.
 - You will work throughout your branch designated area, but may also assist our Engineers in other areas, as and when required to do so.

2. General:
 - Complete required training and qualifications in line with stated timescales in company policies
 - Carry out responsibilities in a safe and proper manner both for self and for the well-being of others.
 - Ensure a high standard of quality, delivery of service, and customer care is maintained.
 - Ensure the company vehicle is kept clean and tidy at all times.
 - Where applicable, ensure you have essential van stock at all times by liaising with stores person.

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

- Mechanical and electrical engineering knowledge.
- A good understanding of best-in-class customer service.
- Excellent communication - verbal and written.

Personal Attributes and Behaviours

- Safety conscious approach to working.
- High levels of self-motivation, self-managing and tenacity to deliver tasks/project.
- Good timekeeping.
- Ability to establish good working relationships, both internally and externally, as and when required.
- Ability to work individually as well as part of a team.
- Be able to operate calmly and effectively.
- A positive and constructive approach to problem solving using experience gained within the industry.
- Demonstrates methodical and precise engineering work ethic.
- A personal commitment to the values of the Stannah Group, to deliver on promises and demonstrate that we care.

Education and Qualifications

You will achieve suitable qualifications to demonstrate your competence. These will be, as a minimum:

- Complete EOR204N safe working NVQ within 1 year of starting employment.
- Engage and participate in both on the job and off the job training to allow progression on to the Engineering NVQ level 3 within 2 years of employment.
- Complete the NVQ qualification within four years of employment.
- Some experience of computer or PDA use is essential, as you will be required to use remote engineer job control systems
- You will also complete suitable training to enable you to work to our policies and procedures as well as any additional training required to meeting the client's specific site requirements.
- You will demonstrate a commitment to your personal development.

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Appropriate PPE will be provided and its use is mandatory and any loss or defect must be reported and replacements obtained.