Technician
Job Description and Person Specification

Function: Engineering

Reports to: Field Service Manager

Purpose

To provide senior level technical product and engineering expertise in the installation maintenance, refurbishment and repair of industrial lifts, escalators and associated equipment, using their knowledge and experience to complete technical assessments; determining any faults to provide resolution, along with process and cost reporting.

To support the Branch Manager and Field Service Managers in training and developing a team of Field Based Engineers.

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 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.
   - 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 Field Engineers and 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.
   - 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.

Engineering Responsibilities:

- Attend maintenance visits on vertical lift.
- Monitoring site safety, quality, compliance with specification and measuring performance of field-based engineers and sub-contractors.
- Dealing with site technical queries.
- Procurement of materials.
- Liaising with clients' representatives as and when required.
- Carrying out site surveys/dilapidation reports.
- Submitting regular progress reports/repetitive breakdowns to Line Manager
- Carry out thorough examinations as required by LOLER.
- Assist with technical reports for incident reporting.
- Support other areas of the business as and when required.
- Assist with commissioning of refurbished lifts from repairs team as and when required.
- Ensure you carry out effective risk assessments in accordance with the company procedure.
- Where applicable, ensure you complete log cards on every site visit.
- Ensure you 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 in accordance with the Company Driver Manual.
- Ensure you have the essential van stock at all times by keeping your stock up to date and where applicable completing the stock requisition form.
- Where applicable, ensure you wear PPE at all times and any loss or defect must be reported and replacements obtained.
- Work throughout your designated area but also assist our Engineers in other areas as and when required to do so.
- Participate in the company out of hours call out rota.

Other responsibilities:

- Mentor and coach engineers and apprentices as and when required.
- To be involved in the Continuous Professional Development of other engineers and to train and assist others in addressing complex engineering problems.
- To help the company succession plan by identifying any future technicians.
- To deputise for the Field Services Manager or others when appropriate.

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

<u>Internal</u>

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.

<u>External</u>

External agencies including suppliers and customers.

PERSON SPECIFICATION

Skills and Experience

- Experience of working on various passenger and goods lifts.
- Excellent mechanical and electrical engineering knowledge.
- A well developed understanding of best in class customer service.
- Experience of liaison with internal and external customers.
- Excellent communication - verbal and written.

Personal Attributes and Behaviours

- An Attitude that puts safety first.
- High levels of self-motivation, self-managing and tenacity to deliver tasks/project.
- Ability to establish good working relationships, at all levels, 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.
- Safety conscious approach to working.
- Demonstrates methodical and precise engineering work ethic.
- Willingness to travel - must hold a valid UK Driving Licence.
- 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

- Must be qualified to a minimum NVQ level 4.
- Proven experience in the maintenance and minor repair on a range of electrical, mechanical or electronic equipment, in the customer's environment.
- Some experience of computer or PDA use is essential, as you will be required to use a mobile comms unit to log all calls and access customer and equipment information.

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 construction site requirements.

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.