

Project Manager – Job Description

Company: Stannah Lifts Ltd

Function: Installations Department

Reports to: Installations Manager

Purpose

Manage our internal and external customer expectations in delivering quality installations to the highest safety standards, on time, to budget and with zero defects.

Key Responsibilities

- 1. Health & Safety** - Without regard to any other pressure, enforcement and leadership of Health and Safety will take precedence over all other issues. Customer requests for additional H&S information should be discussed with H&S Manager or Installations Manager.
- 2. Schedules and Planning** – Responsible for planning and scheduling work issued to your dashboard once jobs are coded yellow. This involves a review of the project to understand what has been sold and the key project dates

Assessment of all project requirements from: Scaffolding, Safegates, Alimaks, shaft painting or any additional elements that have been sold in addition to the lift(s)

The Assessment will involve a review of: The Stannah Order Acknowledgement, the Stannah Sales Quote, in some instances you may also need to review the customer order, our Sales Selector Sheet and the approved BWDs. Headline information will be transferred to the Project Comments Sheet. This assessment needs to be completed 7 days from the job turning yellow.

Responsible for lift removal projects at the time they turn orange on the Installations Dashboard and contact the rip out contractor for a site visit to RAMs and Site Specific RA can be reviewed and or produced. This includes the production, validation and issue of the CPP

Your diary should be planned a week in advance. Looking at handovers pre- starts and site progress checks. As a general rule, you will spend AM visiting your sites/customers and the PM updating you emails and reports etc...

Check in with the support team when it comes to inbound emails as the support team will in some instances be able to respond to basic / standard queries or questions from the customer.

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3. **Pre – Starts** – No job will be put in for delivery until Project Manager has been to site and confirmed site is ready, using the current Pre-Start check form. This is linked to what you have identified at the project assessment stage so you cover all elements of what has been sold. Note – in some cases, this will be outsourced to the installer
4. **Deliveries** - must be in the delivery book a minimum of 3 weeks before the date required. This gives Credit Control time to get all monies in dependent on the type of contract the customer has with Stannah, and Installations Support to ensure to chase up any outstanding documentation and Debbie to ensure issuing kits are at CSSL on time.
5. **SOS (start on site) Forms** – In some cases, you will request these from your customer where the delivery has been booked and we do not have the SOS form.
6. **Site & Installation Checks** – as a general rule, you will carry out the 4 prescribed checks in accordance with the current forms.

Check 1 = Pre-start check (as set out in point 3 above)

Check 2 = Post-delivery check – via phone call

Check 3 = Installation progress check – via phone call (s)

Check 4 = Pre-test Check - organise a pre-test check visit with builder/installer.

Check for test date availability – as much notice as possible, a minimum of 4 weeks' notice required, visit site and complete pre-test - once items are ALL complete can you actually confirm the lift is ready for test.

7. **Sales Support** – Where required, assist and or attend pre-let meetings or client meetings to support Sales where there is a complex project – or Installations deem is important to attend.
8. **Performance of Installation subcontractors** – whilst on site, you will monitor subcontractor performance against the Code of Conduct. Any breaches are to be documented and reported to the Installations Manager.
9. **Additional Deliveries** – responsible for specifying the parts required using the 4 W's. It is your responsibility to follow up/chase your parts orders via email as required. Your site needs the part you must ensure you get it.
10. **Financial** – Protect and where possible, enhance the gross margin. Responsible for pricing any variations, including split deliveries the customer may require, ensuring Dayworks are valid and follow the rules set out in the Code of Conduct & General Terms & Conditions.
11. **Survey of Existing Lift shafts** – Where required, assist and or attend site surveys and or client meetings to support SDO where there is a complex project or where Installations deem it important.
12. **Rip Outs** – When these projects turn orange (via the dashboard), contact the rip out contractor for a site visit with the aim of reviewing the RAMs and Site Specific RA.

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- 13. Outstanding Items after Test** – You are responsible for following these items up and ensuring closure. This means speaking with OEMs, Tester, Installer or Builder.
- 14. Post-handover Warranty** – As a general rule, you will look after the project for 3 months after handover, this includes closing out items in 15 and 16.
- 15. Consultant Reports** – Responsible for dealing with, coordinating, communicating and closing out any defects raised in the report.
- 16. Service Reports** - Responsible for dealing with, coordinating, communicating and closing out any defects raised in First Visit Reports.
- 17. Weekly Meetings / Reports** – You are expected to issue the summary concerning your projects to your manager for review at the requested time.
- 18. Customer Promise** – Always comply with the Customer Promise.

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 Installations Department function.

Skills and Experience

- Experience in installing and/or testing passenger lifts – know the process so that subcontractors performance and competence can be monitored.
- Previous role as a Project Manager.
- Engineering qualification.
- Project Management qualification.
- A sound understanding and/or awareness of relevant Lift and Building Standards.
- Knowledge of construction sites and building process.
- Must be able to read and understand a wide range of ‘construction’ drawings – ranging from builders, architects, engineers.

Personal Attributes and Behaviours

- ✓ Well organised, so that site reports for example can be completed whilst on site and sent to the office within the agreed period of time
- ✓ Effective time management – organising site visits so that they are efficiently planned
- ✓ Customer focused – good at communicating with customers verbally, on the telephone and by email
- ✓ Ability to work well unsupervised – linked to being a well organised
- ✓ Strong computer skills in order to produce reports in Word and MS Project and ability to use efficiently, a wide range reports / dashboards produced by the business
- ✓ Good problem solving abilities – thinking about the impact of certain events and putting in place corrective actions – also raising issues when things are going wrong and not leaving them to get worse.

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Managerial and Supervisory Responsibility

No direct reports – however, will supervise the subcontract installers and supply-chain engaged in installing out passenger lifts

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 including price lists and margins which must remain confidential.

External

External agencies including suppliers and customers.

Education and Qualifications

NVQ3 Installing Lifts
HNC in engineering
Project Management qualifications
CSCS Skills card for H&S
Any H&S qualifications such as IOSH