

# Homelift Technical Surveyor

## – Job Description

---

**Stannah**

Company: Stannah Homelifts Limited

Function: Operations (Homelifts)

Reports to: Homelift Technical Surveyor Team Leader

### **Purpose**

Undertake intrusive builder surveys within the customer's property following a sales visit, to ensure all product installations can be delivered successfully. Identify all structural and material requirements to allow the quick identification and resolution of any matters identified that may impact on a successful installation.

### **Key Responsibilities**

1. Following the sales visit from the independent sales team, attend the customer property to complete a full intrusive technical survey to ensure the successful delivery of the Homelift.
2. Identify structural integrity including lifting floors and tracing gas, water and electrical services.
3. Identify potential compliance issues and document so that the appropriate escalation and follow-up is undertaken.
4. Complete detailed sketches and CAD drawings, detailing any key relevant information, to aid in building compliance applications, structural calculation requests, guiding the building & installations teams and a visual confirmation for the customer.
5. Identify requirements for structural calculations and materials for the building works, ensuring all specifications are documented.
6. Ensure all surveys, checks and documentation are completed within the set SLA and collaborate with the broader Homelifts and Home Accessibility teams so that the customer promise is consistently delivered and the best level of service is provided.
7. Demonstrate a commitment to your own personal development and undertake any training deemed necessary to enable you to fulfil your role or to coach and upskill others.
8. Be aware of own responsibilities for Health, Safety and Environment and ensure that good housekeeping and safe standards are consistently maintained. Ensure that any "near misses" or "accidents" are reported correctly and timely.
9. Provide cover for other members of the Homelift Building Surveyor Team during periods of holiday or absence.
10. Feedback any additional cost and changes that not been previously agreed, and if initial Homelife location is not suitable, assess and suggest an alternative solution.
11. Responsible for the onsite project delivery when working with Customer own builders, ensuring a smooth operation and site readiness before any installation.

*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 Homelift Operations function.*

## **Skills and Experience**

- You have an ability to plan, prioritise and organise workloads
- You demonstrate Homelift product specific knowledge and experience (desirable)
- You have knowledge of preparatory works required for a Homelift, steplift and ceiling track hoist installation.
- You have a good working knowledge of Building Regulations and Fire Regulation relating to the installation of a Homelift or ceiling track hoist.
- You have good knowledge of building control requirements
- You are an excellent and clear communicator – verbal and written, including having the ability to interpret and communicate technical information in an accessible manner
- You have excellent listening skills – both in relation to colleagues and to our customers' needs
- You are computer literate with the ability to produce drawings with CAD
- You possess key skills and a practical understanding of our processes deploying continuous Improvement techniques to credibly challenge and eliminate waste to improve productivity.

## **Personal Attributes and Behaviours**

- ✓ You lead by example and are always looking for more effective and efficient ways to work and identifying continuous improvements
- ✓ You have a patient, considerate and empathetic manner
- ✓ You exhibit a positive 'can do' attitude
- ✓ You have the ability to remain calm & effective under pressure
- ✓ You are flexible and adaptable to meet the business needs and demands
- ✓ You are confident making decisions, handling unforeseen situations and finding solutions
- ✓ You are professional and dependable

## **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

The jobholder will be expected to build and sustain positive and professional working relationships with our customers, in addition to our sub-contractors.

## **Education and Qualifications**

- A good standard of English and Maths at GCSE or equivalent level
- Proven history of technical surveying within domestic dwellings