

Assistant Homelift Installer

– Job Description



Company: Uplifts by Stannah–Installations

Function: Homelift Operations

Reports to: Installation Support Manager

Purpose

The Uplifts Homelift is a lift in a domestic environment that travels vertically between two floors on a self-supporting structure. A lift in the home can help take the strain off, so that moving things around or simply getting up and downstairs is effortless, giving our customers the freedom to stay in the home that they love.

The purpose of the Assistant Homelift Installer is to assist the lead Installation Engineer with the safe and efficient installation and removal of Homelift products, whilst delivering the best customer experience in support of the effective delivery and achievement of Business and Departmental Objectives.

Key Responsibilities

1. Assist with the installation and removal of Homelift products whilst achieving the highest standards of **health, safety and environmental** performance without compromise 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).
2. Deliver **customer service** consistent with our brand values and ethics, to deliver on promises and demonstrate that we care. Maintain standard of appearance for both yourself and the company vehicle.
3. Fully engage in **continuous improvement** activities to enhance the efficiency and effectiveness of our operations. Develop and maintain an understanding of Homelift specifications and relevant installation paperwork.
4. Demonstrate appropriate **commercial awareness** and understanding by considering your actions and the financial impact that they have on the business, so that we achieve our required levels of productivity whilst maintaining promises to customers and protect costs.
5. Consistently demonstrate a performance style which supports our **company values** as detailed in our Company Behaviour Standards.
6. **Report** any accidents or near misses as appropriate.
7. Ensure you are aware of your scheduled work and loading / unloading arrangements.
8. Reflect on your own personal performance to identify any development or training needs. Develop and maintain an appropriate level of technical knowledge and understanding to ensure products being installed comply with relevant standards and CE directives.

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9. Monitor driving style and performance to ensure safety of self, colleagues and the public whilst also recognising you represent the Stannah brand.
10. Update and maintain van stock levels to ensure you have the equipment required for the job whilst preventing damage or wastage.

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 the Operations function.

Skills and Experience

- Basic understanding of health and safety requirements, including asbestos awareness
- Ability to use, or learn to use smart devices and applications (e.g., phone / tablet)
- Basic hand tool experience
- Basic mechanical and electrical knowledge (desirable)
- Experience of identifying and implementing best practice in all areas of our operations
- Commitment to continuous Improvement
- Effective communication skills
- Recording and updating information

Personal Attributes and Behaviours

- ✓ Ability and willingness to learn
- ✓ Flexible and proactive approach to working
- ✓ Effective communication skills
- ✓ Methodical problem-solving approach
- ✓ Calm & effective
- ✓ Ability to be positive

Relationships

Internal

The jobholder is expected to maintain close and effective personal working relationships at relevant levels of the organisation. The communication skills required include the ability to communicate technical and sensitive information.

External

External agencies including suppliers, customers and sub-contractors

Education and Qualifications

- Full driver's licence