

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Assets and Repairs

JOB TITLE: **Contract Manager (Lifts)**

ROLE PROFILE

Job Title:	Contracts Manager (Lifts)
Directorate:	Housing
Division:	Assets and Repairs
Grade:	Grade 16
Hours (per week):	36
Reports to:	Head of Compliance
Responsible for:	To be responsible for the compliance and safety of lifts in the housing portfolio, by ensuring compliance with the relevant statutory and regulatory health and safety requirements. Ensure that the lift services contractor delivers repairs and maintenance service in accordance with the contract and achieves continuous improvement in the performance of the installations and delivery of the service. Ensure compliance with LOLER is maintained at 100%. Responsibility for budget management.
Role Purpose and Role Dimensions:	<p>Main Responsibilities</p> <ul style="list-style-type: none">· Ensure lift installations are fully compliant with all relevant statutory and regulatory requirements.· Manage and document a quality control regime to ensure the contractor delivers the planned preventative maintenance programme and response repairs in accordance with the requirements of the contract.· Systematically collate and analyse data on the performance of lifts to identify any shortcomings in the maintenance regime or the need for investment to rectify chronic problems.· Ensure prompt inspection of major service failures, intermittent breakdowns and protracted repairs to ensure that the contractor is following an effective diagnostic process and carrying out works to the standards required under the contract.· Work closely with relevant colleagues to ensure residents receive timely communication and updates progress of works, including the restoration of services after breakdowns.· Ensure adherence to Croydon's health and safety policies and procedures.

- Develop and design lift specifications that can be used by regeneration or commercial colleagues to ensure properties coming into the HRA portfolio can be effectively serviced.
- Be the subject matter expert across the directorate.
- Investigate and report on service failures and incidents in accordance. Liaise closely with the health and safety team in relation to near misses, accidents and potentially dangerous situations.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

insert the main external organisations or individuals this job may be expected to liaise with, e.g. other local authorities, Greater London Council , Law Society

Key Internal Contacts:

insert the main job titles or directorates in terms of internal contacts this job may be expected to liaise with, e.g. Directors, teachers, Planning and Environment

Financial Dimensions:

insert financial responsibilities e.g. budget responsibility, cash handling etc. If responsible for budgets indicate whether revenue or capital and approximate value

Key Areas for Decision Making:

insert areas where responsible for deciding how to organise work, manage staff or change service provision, etc

Other Considerations:

enter any special working considerations, e.g. 'ability to drive a van', 'shift work', ability to work 2 evenings a week

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

select from drop down

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

All about our Customers

Key Elements:

This will involve:
Listens actively to understand customer needs Deals promptly with problems, and finds appropriate solutions Works hard to deliver on time, first time Thinks ahead and offers proactive solutions Shows respect for the views and actions of others

Keeping our Promises

This will involve:
Delivers consistently excellent results Holds self and others accountable to high performance standards Has an honest and transparent approach to solving issues Can be relied upon to complete a task Assesses risk & acts appropriately Proactively communicates progress with all stakeholders to their satisfaction

Finding Better Ways

This will involve:
Contributes new ideas and innovative suggestions to improve work effectiveness Modifies plans to respond flexibly and positively to change Asks relevant questions and applies good judgement to solve problems Puts ideas into practice Communicates changes in working practices to others

A Great Place to Work

Understands the company goals

and demonstrates a commitment through their actions Participates as a team member and enthuses others to behave similarly Listens and respects the views of others Communicates and shares information within team and across other teams Inspires trust and respect by delivering quality work Gives constructive feedback to colleagues Takes responsibility for personal development and seeks out information to do a good job

Responsible with Money

Makes a positive contribution to deliver value for money
Understands how financial decisions impact our residents and works in a cost-effective way
Delivers efficiency savings

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise

matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Contract Manager Lifts

Essential knowledge: Five years' experience of managing the repair and maintenance of passenger lifts E
Five years' experience of managing contractors and consultants E
Substantial experience of running major quality control regimes to establish contractual and statutory compliance E

Essential skills and abilities: NVQ level 3-4 Lift engineering qualification E
Chartered or working towards IEng, CEng, MIET D
Educated to HNC in M&E Engineering
Expert technical knowledge of lift installations, safety regimes and industry standards E

Essential experience: Substantial experience of applying new technology to improve service delivery D
Experience of investigating incidents and managing the diagnostic process for lift breakdowns and intermittent faults E
Experience of analysing complex performance data and using it to manage the performance of contractors and plant

Special conditions: Full, clean UK Driving license
An essential car user allowance applies to this role.
Undertake the out of hours duty manager role on a rota basis

Competencies

These are the competencies for manager level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First

Puts customers at the heart of everything they do, using feedback data and the Residents' Charter to make their service better for customers. Ensures their team understand customers' issues and treat them with respect, solving customers' problems and investigating their complaints.

We Deliver Effective Service

Provides clear guidance and priorities to their team, ensuring they have the resources and equipment to deliver. Sets service KPIs and monitors performance, spotting patterns of problems or service issues and taking action to deal with root causes. Gathers and analyses data from a variety of sources to identify ways forward and make sound decisions.

We Adapt and Change

Supports organisational plans to transform and improve service for customers. Acts as a role model, promoting innovation and change across the team. Learns lessons from mistakes, giving and receiving feedback to stimulate improvement and development. Builds team resilience through managing change constructively, challenging negativity and overcoming resistance.

We Collaborate Constructively

Encourages collaboration with colleagues, suppliers and partners from across Housing and beyond to deliver for customers. Builds strong relationships with key stakeholders and partners, finding mutually beneficial ways forward. Demonstrates positive team facilitation skills and uses team charters to create a conducive team culture.

We Communicate with Impact

Communicates clearly and promptly with staff and residents, tailoring communication style and method to meet the needs of a range of different audiences. Influences and negotiates effectively, taking account of the needs of all parties. Encourages open and honest communication on challenging issues with the team and customers. Resolves disputes and conflict effectively.

We Lead Inclusively

Inclusive and fair in their interactions with all colleagues and team members. Ensures team members are treated fairly. Provides a vision and direction for the team, clarifying ambiguity and stimulating a sense of optimism about the future direction of the service. Delegates and targets resources effectively. Supports the team with demanding work, listens and acts to relieve pressure.