

JOB DESCRIPTION

Job Title	Building Services Supervisor		
Reports to	Head of Building Services		
Department	Estates & Campus Services		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Campus Services has responsibility for the day to day logistical operations management and service delivery of:

- Reception; security and switchboard.
- The bedrooms; and housekeeping.
- All retail and hospitality catering.
- The provision of space timetabling, scheduling and booking services.
- The provision of cleaning, porters and post services.
- The Fitness Centre and the Gift Shop.
- The ongoing maintenance of the estate.
- The planning and delivery of redecoration, renewal, and refurbishments; and estates projects including office moves.

Campus Developments is responsible for the management of the property portfolio and provision of space including but not exclusively the current campus, the Sammy Ofer Centre and the North Building, and the use of external space to meet the School's growth plans

Job Purpose

The purpose of the post is to work in conjunction with the other Building Services Supervisor to manage the in-house Maintenance Team to deliver the reactive and pre planned maintenance of the estate.

To manage specialist contractors employed to carry out reactive maintenance tasks on the campus and in the absence of the Head of Building Services be responsible for all maintenance issues ensuring rapid resolution.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.
- To liaise with the Helpdesk & Administration manager to ensure the required labour and materials are available to ensure all works are completed on time using the Schools procurement system.
- Work with the Helpdesk Manager, prioritising and coordinating the response to requests in line with SLA's, causing minimum disruption to School activities.
- Monitor, Inspection and repairs to all systems (including new installations), to ensure a high level of repair is made.
- To use and maintain the BMS system on a daily basis ensuring building conditions are kept at agreed comfort levels and energy consumption is monitored and minimised.
- Operate manual or computerised record keeping control systems in line with the schools process and procedures.
- Undertake quality assurance checks to ensure that a high quality of finished workmanship has been achieved.
- To be an active member of the on call rota team.
- Ensure the team escalate any maintenance issues that will impact the customer experience.
- Reporting to the Head of Building Services on a daily basis regarding progress or completion of assigned responsibilities.
- To deputise for the Head of Building Services and attend meetings when they are on annual leave.

People Management

- To lead and develop the team in the Maintenance department so that they are able to ensure that all maintenance jobs are completed on time.
- Lead the shift team by example sharing knowledge and giving guidance to the team as required.
- Ensure team members are trained, supported and monitored to ensure that their work is of the required standard.
- Ensure constructive advice and feedback is given to all team members so as to enhance motivation and enable continuous improvement in performance standards.
- Ensure work request day work sheets and records are fully completed and handed back to the help desk.
- Ensure that the team are uniformed, clean and of smart appearance at all times whilst on duty by role modelling this also.
- Carry out personal reviews on an annual basis for members of the shift team.

Customer Service

- To attend and contribute directly to all service contract meetings marking and scoring to the SLA and KPI's that have been set within the contract.
- To ensure that a high level of customer service is maintained and to undertake any other duties as required by your line manager.
- Communicate effectively with both internal and external customers on all operational matter relating to services provided.
- Ensure that all customers experience a professional and efficient level of customer service during all interaction.
- Attend the morning operations management team meeting updating on maintenance activity.
- Liaise with the customer experience team to ensure the appropriate communication and signage had been displayed during works.
- Communicate effectively with both internal and external customers on all operational matter relating to services provided.
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Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision-making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

- Ensure operational and statutory health and safety legislation is adhered too, promoting the highest safety standards at all times.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables
- To be one of the first points of call for all contractors and contracted work when being carried out within the campus and exchange information with both internal and external contractors.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.
- Communicate effectively with both internal and external customers on all operational matter relating to services provided.
- Ensure that all customers experience a professional and efficient level of customer service during all interaction.
- Attend the morning operations management team meeting updating on maintenance activity.
- Liaise with the customer experience team to ensure the appropriate communication and signage had been displayed during works.

Knowledge/Qualifications/Skills/Experience required

- City and Guilds level 2 & 3 in a discipline of engineering.
- NVQ level 3 in a recognised trade
- Experience leading maintenance team members
- Experience working with all systems relating to the management of buildings.
- Proven management skills and experience.
- Experience in leading maintenance team members within a similar environment
- Ability and track record of planning, delivering and reporting.
- Good organisational skills.
- Excellent verbal and written communicator.
- Experience working in a customer service environment
- The post holder will be required to work as part of a team. Ownership is an important quality.

Resources including team management

Maintenance Team and external providers

Internal contact with the School community; external contact with service providers and partners

Staff	Maintenance Team
Budgets	To be agreed with the line manager
Date Updated	08/08/2022