

JOB DESCRIPTION

Job Title	Carpenter - Maintenance Tradesperson		
Reports to	Building Services Manager		
Department	Estates, Campus Services		
Job Family	Business Services	Level	2

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

Estates Services is part of Campus Services and Developments which covers a diverse range of specialist support functions including all aspects of space and office allocation, buildings and maintenance, security, reception, office and copying services, travel services, housekeeping, cleaning, catering, switchboard and fitness centre services. Working as a team, the Campus Services and Developments manages both day-to-day operations & longer term strategic planning.

Maintenance covers all aspects of estates managed by a team of qualified electricians, mechanical engineers, plumbers, carpenters, general maintenance and apprentices. The department is actively involved in minor and major refurbishment programs and maintains strong links with external contractors.

Job Purpose

As a Carpenter, you will be responsible for ensuring all carpentry and associated work requests are completed by agreed deadlines and to a high standard of workmanship. Reporting to the Maintenance Shift Leader and Building Services Manager, you will operate across the campus responding to requests and proactively improving our facilities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Repairing and maintaining furniture items.
- Maintaining and repairing a full range of joinery, and carpentry items inclusive of associated ironmongery.
- Conduct operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- High Quality of finished workmanship
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- General carpentry inspections and repairs to miscellaneous items.
- Monitor stock levels and order standard materials and consumables, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.

Analysis and Reporting

- Reporting to the Building Services Supervisor /Estates Helpdesk on a daily basis regarding progress or completion of assigned responsibilities including prioritising outstanding tasks.
- Undertaking planned preventative maintenance inspections and associated works.
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Liaise with contractors when they are on site ensuring a high quality.
- Work request to be completed and signed off in the required time period.
- Liaise in advance with originator to determine suitable access arrangements, work competently without supervision, prioritise works and ensure that surroundings are left in a clean and orderly fashion.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Exchange information with both internal and external contractors.
- Constructing and fixing new items e.g. shelves, worktops, notice boards, partitions, new doors etc.
- Works are undertaken within suitable timescale appropriate to task

- Provide ad hoc support (e.g. carpentry work, installation of fixtures and fittings) to small projects in order to support project planning and implementation.

Process Improvement

- When necessary, provide advice and guidance to less experienced staff on practical issues.
- Keep all work order sheets up to date recording for each order, time commenced and finished and materials used etc.
- Maintaining clean tidy workshops including general cleaning and stock control of the Carpentry stores.
- Operate manual or computerised record keeping control systems
- Flexibility to include minor works and repairs to flooring, suspended ceilings, minor plumbing, wall tiling and painting etc.
- Proactively review relevant processes within own area of work and make suggestions to improve efficiency.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.
- The above responsibilities are not an exclusive or exhaustive list and the post holder will be required to be co-operative and flexible within the needs of the post, the department and the School.

KPIs:

- Substantial work experience including a proven record of good performance
- Experience working in a customer service environment
- Good team-working skills
- Good verbal communication skills.
- Experience working in a busy maintenance environment
- Basic IT skills
- Highly customer focused, reliable, flexible can do attitude and committed to a high quality level of service
- Pragmatic, problem-solving approach to work
- Must be able to communicate with people at all levels
- Positive, clean and tidy in presentation with a friendly attitude.
- Must be able to work on own initiative but also work well as a team.

Knowledge/Qualifications/Skills/Experience required

- Formal Qualification required in Carpentry. Minimum City & Guilds or NVQ Level 2
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience of working in a customer-facing environment.
- Maintenance experience with BMS.

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Resources including team management
None

Staff	None
Budgets	N/A
Date Updated	31 st October 2023