

# JOB DESCRIPTION

<b>Job Title</b>	<b>Maintenance Shift Leader</b>		
<b>Reports to</b>	<b>Building Services Manager</b>		
<b>Department</b>	<b>Estates, Campus Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>L3</b>

## 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 Maintenance Shift Leader, you will bring building maintenance experience and expertise to London Business School, making sure that as a team the School is open and functioning and able to meet the needs of the LBS community. Reporting to the Building Services Manager, you will operate across the School's London Campus responding to emergencies and proactively improving our facilities.

You will act as a first point of contact for any questions or queries that the Maintenance team may have on a day-to-day basis. You will also be responsible for sourcing and procuring required parts and materials to enable tasks to be completed within their designated SLA.

You will focus on reactive and planned maintenance tasks but also be actively involved in project works taking place across the Campus.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

- Reporting to the Building Services Manager/Estates Helpdesk on a daily basis regarding progress or completion of assigned responsibilities including prioritising outstanding tasks.
  - Complete maintenance activities around campus, from responding to breakdowns to completing planned maintenance work.
  - Be a point of call for all maintenance tasks identified across the Campus.
  - Undertaking planned preventative maintenance inspections and associated works.
- When necessary, provide advice and guidance to less experienced staff on practical issues.
- Exchange information with both internal and external contractors.
- Operate manual or computerised record keeping control systems
- Keep all work order sheets up to date recording for each order, time commenced and finished and materials used etc.
- 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.
- Liaise with contractors when they are on site ensuring a high quality.
- Maintaining clean tidy workshops including general cleaning and stock control of the Maintenance stores.
- High Quality of finished workmanship.
- Works are undertaken within suitable timescale appropriate to task.
- Work request to be completed and signed off in the required time period.
- Clearly communicate issues to relevant stakeholders in a timely manner and ensure communication is maintained until the issue is resolved.
- Ensure the School's BMS is monitored daily with any issues escalated to Building Services Manager.
- Ensure any parts and materials required for reactive tasks are sourced and ordered in a timely manner and healthy stock levels of critical parts are maintained.

- Where necessary, attend meetings to provide updates to key stakeholders and to plan future works.
- Be a member of the On-Call team and attend Campus for emergency breakdowns when necessary.
- Work closely with our contractors to ensure a high level of workmanship is maintained.
- Ensure the LBS Maintenance team use the CAFM system efficiently.
- 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.

### **People Manager Accountabilities**

- Recruit the right talent for the maintenance team, considering current and future needs
- Onboard new starters, set them up for success and ensure they feel an integral part of the team
- Focus on building trusting relationships which lay the foundation for a positive and effective smart working environment
- Engage the maintenance team through effective two-way communication and inform them of what is happening across and beyond the School

### **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.

### **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.

### **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

### **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.

### **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.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

### **Knowledge/Qualifications/Skills/Experience required**

- Relevant technical qualification required: Minimum Level 3 NVQ
- Experience working with both electrical and mechanical plant, as well as good knowledge of other aspects of building maintenance.
- Good communication skills and the ability to address a variety of stakeholders, both in person and via email.
- 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.

Resources including team management
Four tradespeople

Staff	4
Budgets	None
Date Updated	March 2023