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| **Job Title** | **Building Services and Maintenance Engineer Apprentice** | | |
| **Reports to** | **Building Services Manager** | | |
| **Department** | **Estates & Campus Services** | | |
| **Job Family** | **Business Services** | **Level** | 1 |

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| **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. |

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| **About the Department** |
| Estates & Campus Services cover a diverse range of specialist support functions including all aspects of space and office allocation, buildings and maintenance, security, reception, office and copying services, housekeeping, cleaning, catering and fitness centre services. Working as a team, Estates & Campus Services manage 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, painters and apprentices. The department is responsible for maintaining all of the buildings across the London Campus and is actively involved in minor and major refurbishment programs and maintains strong links with external contractors. |

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| **Job Purpose** |
| As a Building Services and Maintenance Engineer Apprentice, you will work closely with an experienced team of professionals to develop your skills and knowledge in various aspects of building services, including HVAC (heating, ventilation, and air conditioning), electrical systems, plumbing and carpentry.  You will assist in ensuring we are always able to meet the needs of our Faculty, Staff & Students whilst ensuring compliance with H&S regulations.  Reporting to the Building Services Manager, you will operate across the Campus responding to emergencies and proactively improving our facilities.  To meet the off-the-job requirements for your apprenticeship, you will also spend a minimum of 6-hours a week developing your knowledge, skills, and behaviours listed within your apprenticeship training plan. |

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| **Key Areas of Accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:**   * Reporting to the Building Services Manager on a daily basis regarding progress or completion of assigned responsibilities including prioritising outstanding tasks. * Complete general maintenance works around campus, from responding to emergencies to completing planned maintenance work. * Works will include but are not limited to:  1. General HVAC repairs 2. Making adjustments to mechanical plant using the School’s BMS 3. Plumbing works 4. Drainage & Blockages 5. Roof/gulley inspections. 6. General electrical works 7. Assisting other team members with small works.  * Document advice and guidance provided by 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 with supervision, prioritise works and ensure that surroundings are left in a clean and orderly fashion. * Liaise with contractors when they are onsite ensuring a high quality of workmanship. * Maintain clean & tidy workshops including general cleaning and stock control of the stores. * 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.   **Delivery and Support**   * Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders. * 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. * Monitor levels and order standard materials/resources, 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.   **KPIs:**   * High-quality support service provided to all stakeholders. * Production of high-quality materials. * Up-to-date diary management. * Timely response to and resolution of enquiries, requests and issues. * Accuracy and integrity of data in business systems. * Development of relationships within and outside the team, and positive feedback from colleagues. * Compliance with processes, procedures and standards. * Contributions to process reviews and operational improvements. |

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| **Knowledge, Qualifications and Skills Required** |
| * Must have a keen interest in the building services industry. * Good communication skills and the ability to address a variety of stakeholders. * Sound working knowledge of standard IT packages & systems. * Strong problem-solving skills and attention to detail. * Good time management skills with the ability to organise and prioritise. * A willingness to learn and take on new challenges. * Good team working skills and the ability to work collaboratively. * Ability to interpret and apply guidelines to a specific activity. * Ability to work in a customer-facing environment. |

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| **Date Updated** | June 2024 |