

# JOB DESCRIPTION

<b>Job Title</b>	<b>Mechanical -Maintenance Tradesperson</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>2</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 Mechanical Maintenance Tradesperson, you will bring mechanical and plumbing maintenance experience and expertise to the London Business School, making sure we are always able to meet the needs of our students and staff. Working alongside the Maintenance Shift Leaders and reporting to the Building Services Manager, you will operate across our vast Campus responding to emergencies and proactively improving our facilities. Working a Monday to Friday shift-rota of early (07:00am start) and late (11:00am start) shifts to ensure cover is provided throughout the working day.

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

### Key areas of accountability:

- Reporting to the Building Services Supervisor /Estates Helpdesk on a daily basis regarding progress or completion of assigned responsibilities including prioritising outstanding tasks.
- Complete mechanical maintenance activities around campus, from responding to breakdowns to completing planned maintenance work
- Be a point of call for mechanical related contracts
- 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 using the Schools CAFM system, recording for each order, time commenced and finished and materials used etc.
- Utilise the School's TREND Building Management System to identify and rectify issues.
- 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 a clean tidy workshop, including light general cleaning and stock control of the Plumbing 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.
- 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**

- Mechanical Qualification required: Minimum Level 2 City & Guilds / NVQ
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience and knowledge of working in a Maintenance environment.
- 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.
- Experience with BMS.

**Resources including team management**

<b>Budgets</b>	
<b>Date Updated</b>	<b>January 2023</b>