

JOB DESCRIPTION

Job Title	Handyperson - Maintenance Tradesperson		
Reports to	Building Services Supervisor		
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 Handyman - Maintenance Tradesperson you will bring general maintenance experience and expertise to the London Business School, making sure we are always able to meet the needs of our students and staff. Reporting to the Maintenance Shift Leader, you will operate across campus responding to emergencies and proactively improving our facilities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

- Reporting to the Maintenance Shift Leader/Estates Helpdesk 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 furniture repairs.
 2. Painting
 3. Hanging pictures/whiteboards etc.
 4. Roof/gulley inspections.
 5. Repair/replace damaged flooring.
 6. Assisting other team members with small works.
- 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 of workmanship.
- Maintaining clean tidy workshops including general cleaning and stock control of the 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.

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.

Analysis and Reporting

- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Process Improvement

- Proactively review relevant processes and systems 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.

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.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Professional Qualification Required – E.g. City & Guilds or NVQ Level 2 minimum.
- Experience working within a building maintenance environment.
- 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.

Resources including team management

None

Staff	None
Budgets	None
Date Updated	March 2023